

## IC Ticket Report with Category Summary

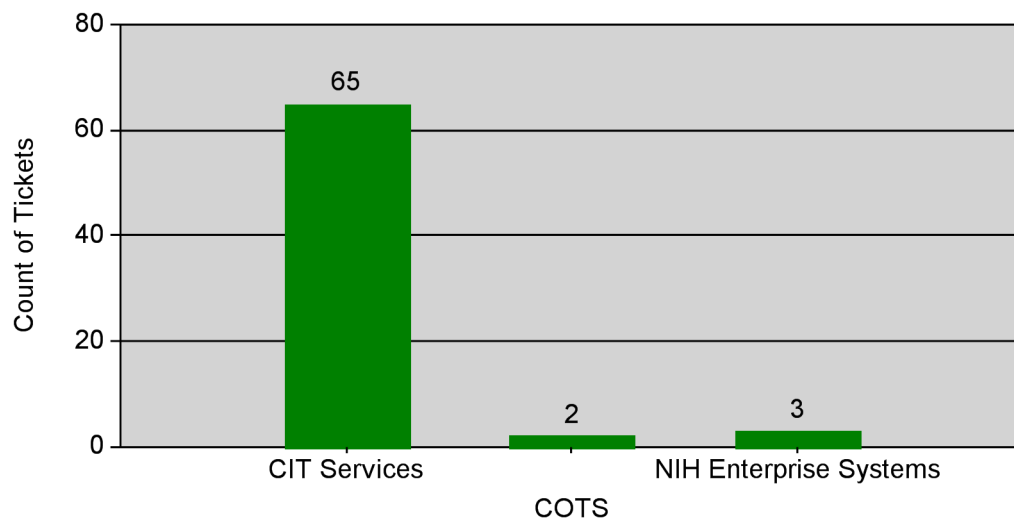


For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>Anonymous</b>	<b>70</b>
<b>CIT Services</b>	<b>65</b>
Accounts	7
General Information	58
<b>COTS</b>	<b>2</b>
Application Support	2
<b>NIH Enterprise Systems</b>	<b>3</b>
eRA-External	1
ITAS	2

## IC Ticket Report with Category Summary

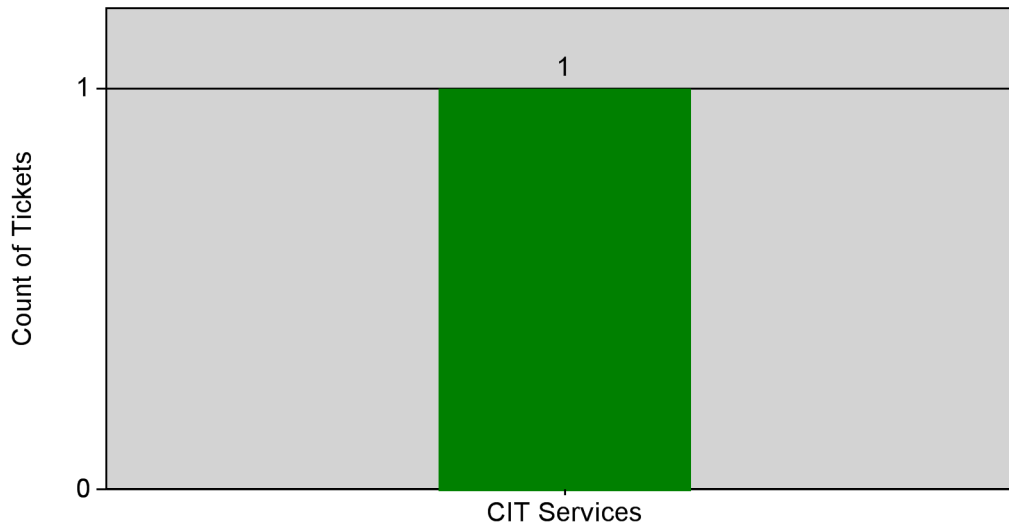


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**Tickets By Category Summary**



<b>AoA</b>	<b>1</b>
<b>CIT Services</b>	<b>1</b>
Accounts	1

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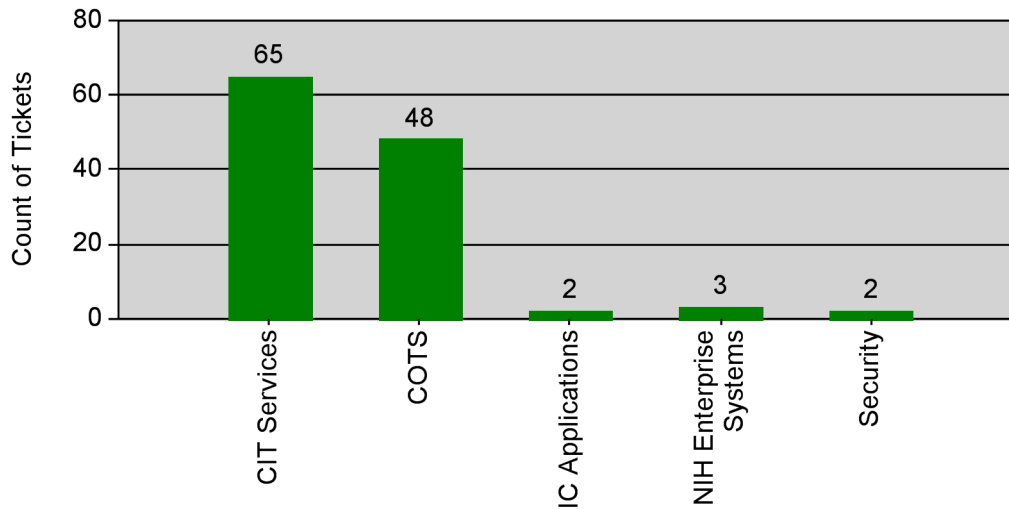


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**Tickets By Category Summary**



<b>BCRS</b>		<b>120</b>
<b>CIT Services</b>		<b>65</b>
Accounts	26	
Back Office Support	22	
Connectivity	2	
Email	11	
General Information	2	
Telecommunications	2	
<b>COTS</b>		<b>48</b>
Application Support	27	
Hardware	21	
<b>IC Applications</b>		<b>2</b>
Local LAN	1	
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>3</b>
ITAS	3	

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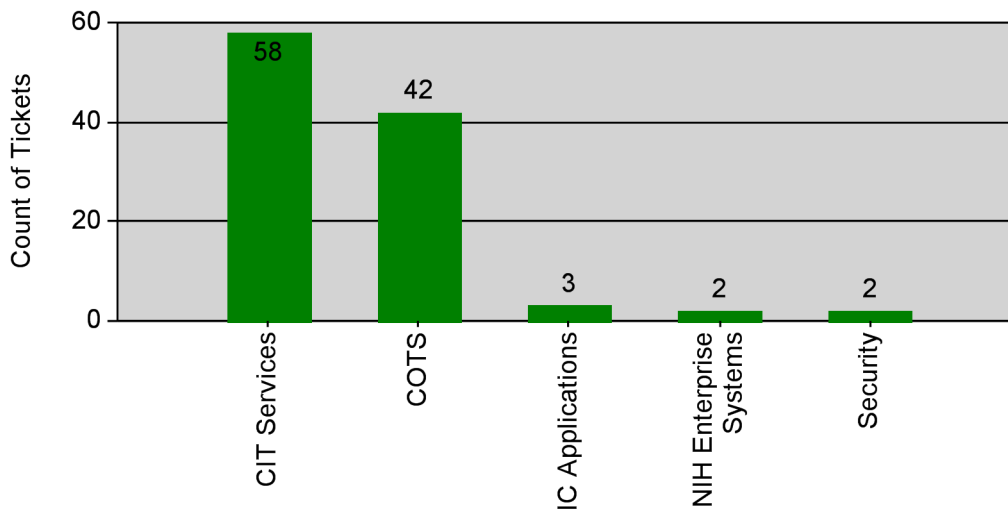
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Security	2
Security	2

Tickets By Category Summary



BHPR	107
<b>CIT Services</b>	<b>58</b>
Accounts	18
Back Office Support	11
Connectivity	2
Email	20
General Information	2
OS/390	1
Telecommunications	1
Wireless Services	3
<b>COTS</b>	<b>42</b>
Application Support	23
Hardware	19
<b>IC Applications</b>	<b>3</b>
Local LAN	1

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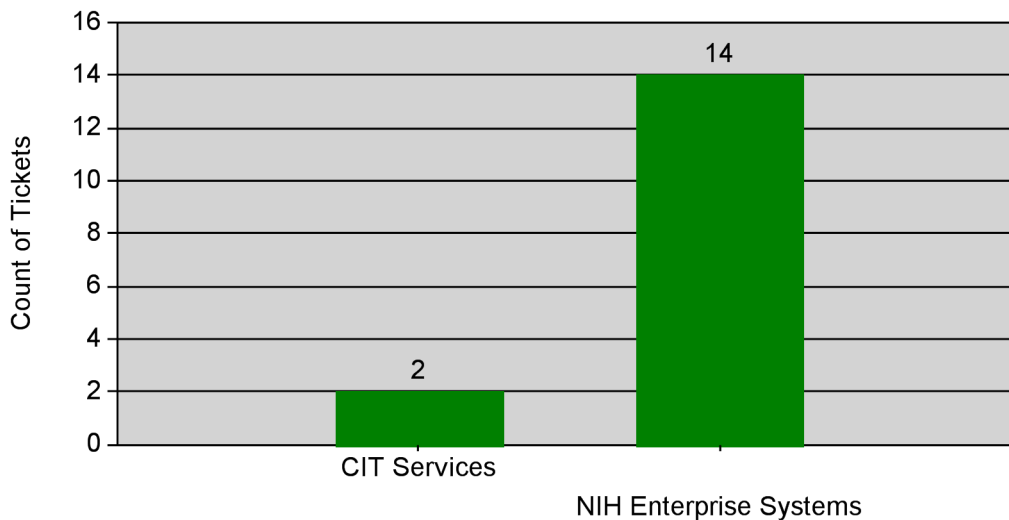
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Web Site Issue (non-CIT)	2
<b>NIH Enterprise Systems</b>	<b>2</b>
GovTrip User Call	2
<b>Security</b>	<b>2</b>
Anti Virus SW	1
Security	1

**Tickets By Category Summary**



<b>CBER</b>	<b>16</b>
<b>CIT Services</b>	<b>2</b>
Accounts	2
<b>NIH Enterprise Systems</b>	<b>14</b>
ITAS	14

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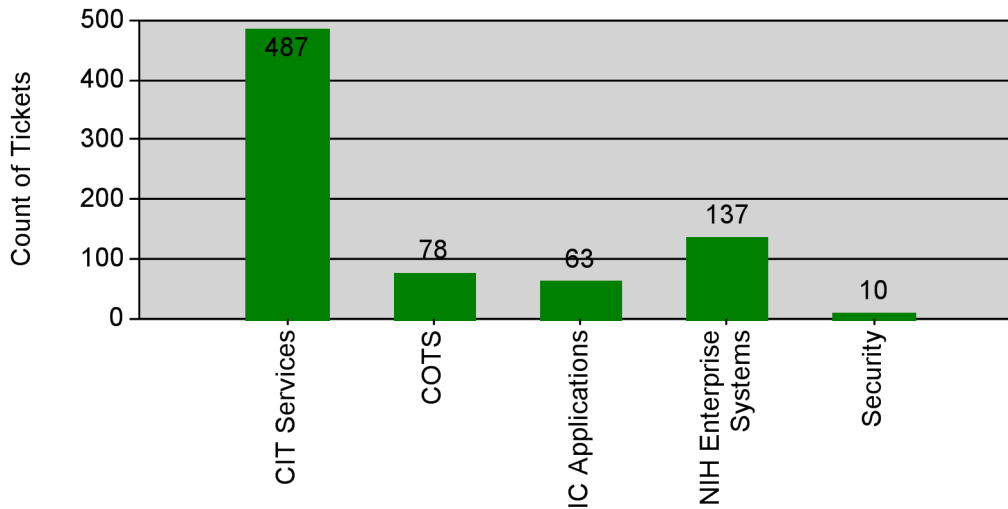


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**Tickets By Category Summary**



<b>CC</b>	<b>775</b>
<b>CIT Services</b>	<b>487</b>
Accounts	376
Back Office Support	14
CIT Categories	1
CIT Categories Remedy	4
CIT Categories-General Information	1
Connectivity	4
Email	14
General Information	11
NIHnet	6
OS/390	1
Telecommunications	21
Training	7
Wireless Services	27
<b>COTS</b>	<b>78</b>
Application Support	36

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Hardware	42	
<b>IC Applications</b>		<b>63</b>
CC Clinical Applications	49	
CC Technical Operations	6	
Local LAN	5	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>137</b>
ADB	19	
Capital HR Func App Suppt	1	
Capital HR Security	2	
GovTrip User Call	1	
ITAS	29	
NBS-User Call	47	
NED	30	
NIH Services	3	
NVision	5	
<b>Security</b>		<b>10</b>
Security	10	

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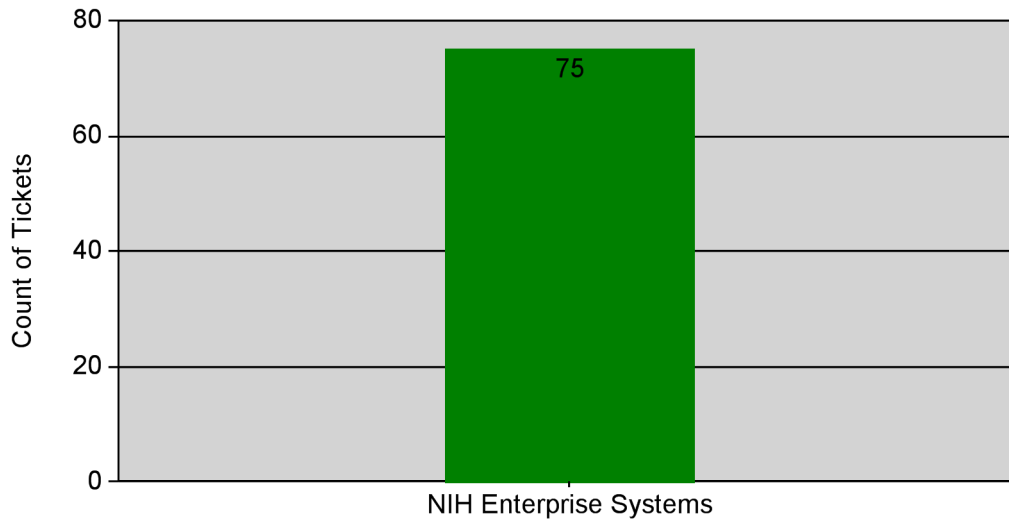


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**Tickets By Category Summary**



CDER	75
NIH Enterprise Systems	75
ITAS	75



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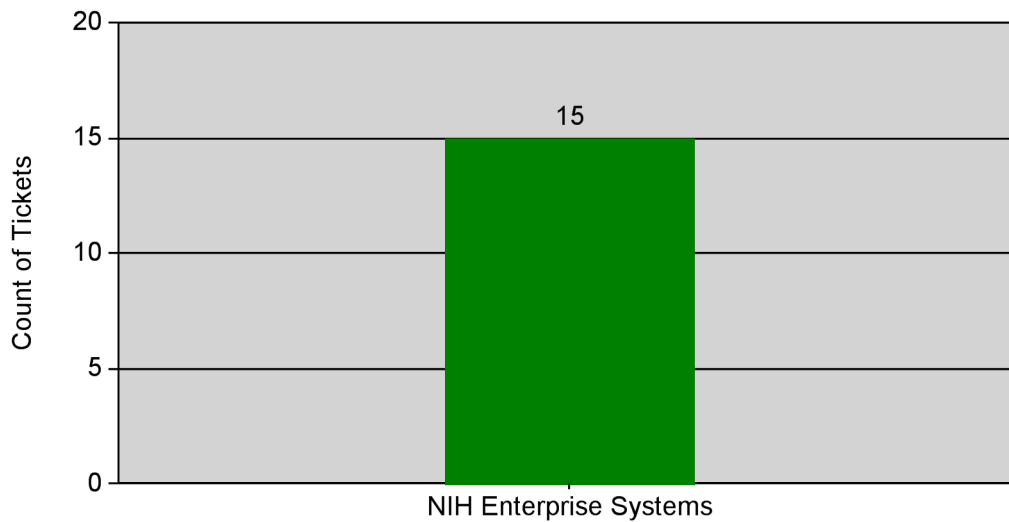


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**Tickets By Category Summary**



CDRH	15
NIH Enterprise Systems	15
ITAS	15

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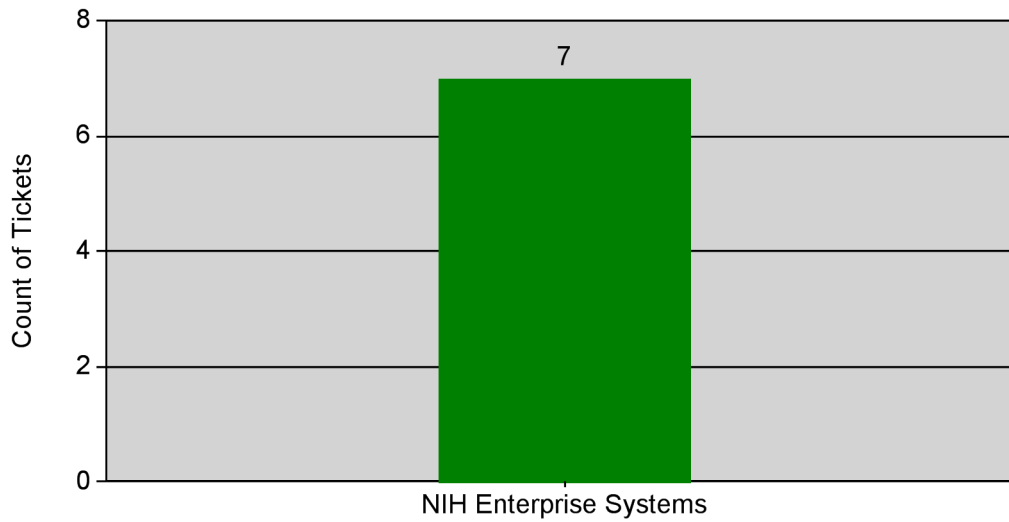


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**Tickets By Category Summary**



CFSAN	7
NIH Enterprise Systems	7
ITAS	7

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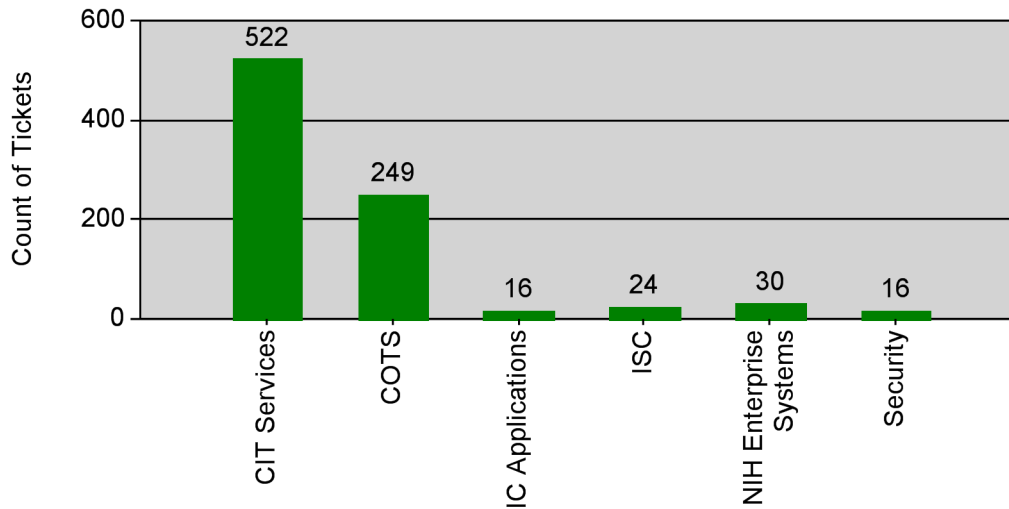


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**Tickets By Category Summary**



<b>CIT</b>	<b>857</b>
<b>CIT Services</b>	<b>522</b>
Accounts	290
ASR	2
Back Office Support	31
CIT Categories	5
CIT Categories Aspect	1
CIT Categories Knova	1
CIT Categories Remedy	13
Conference Room Support-Equipment Setup	4
Connectivity	27
DCS 7x24	1
Email	32
General Information	48
Helix Support	1
NIHnet	22

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OS/390	2	
Telecommunications	13	
Training	3	
Wireless Services	26	
<b>COTS</b>		<b>249</b>
Application Support	104	
Hardware	145	
<b>IC Applications</b>		<b>16</b>
Local LAN	14	
Web Site Issue (non-CIT)	2	
<b>ISC</b>		<b>24</b>
ISC	24	
<b>NIH Enterprise Systems</b>		<b>30</b>
ADB	1	
Capital HR Non-App Specific	1	
eRA-COMMONS	1	
eRA-Infrastructure	1	
ITAS	1	
NBS-User Call	8	
NED	9	
NIH Data Warehouse	2	
NIH Services	4	
NVision	2	
<b>Security</b>		<b>16</b>
Anti Virus SW	2	
Security	14	

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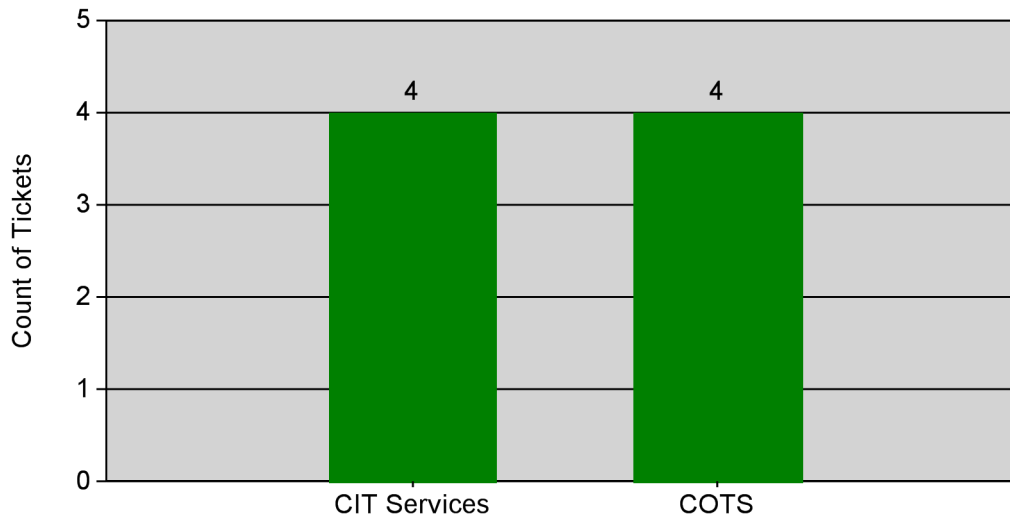


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**Tickets By Category Summary**



<b>CQ</b>	<b>8</b>
<b>CIT Services</b>	<b>4</b>
Accounts	1
Back Office Support	1
Email	1
Wireless Services	1
<b>COTS</b>	<b>4</b>
Application Support	1
Hardware	3

## IC Ticket Report with Category Summary

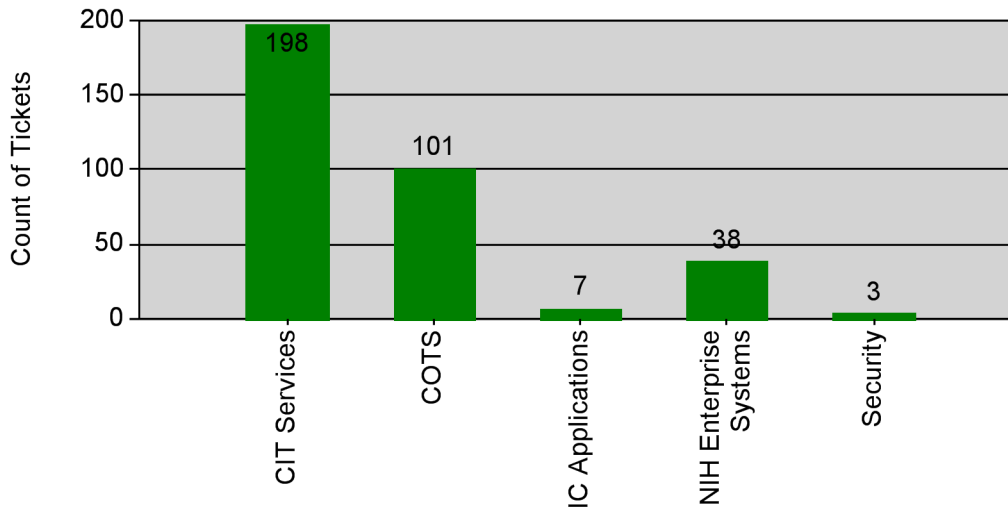


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<b>CSR</b>		<b>347</b>
<b>CIT Services</b>		<b>198</b>
Accounts	106	
Back Office Support	36	
Connectivity	5	
Email	19	
General Information	7	
NIHnet	1	
Telecommunications	7	
Training	1	
Wireless Services	16	
<b>COTS</b>		<b>101</b>
Application Support	38	
Hardware	63	
<b>IC Applications</b>		<b>7</b>
Local LAN	2	

## IC Ticket Report with Category Summary



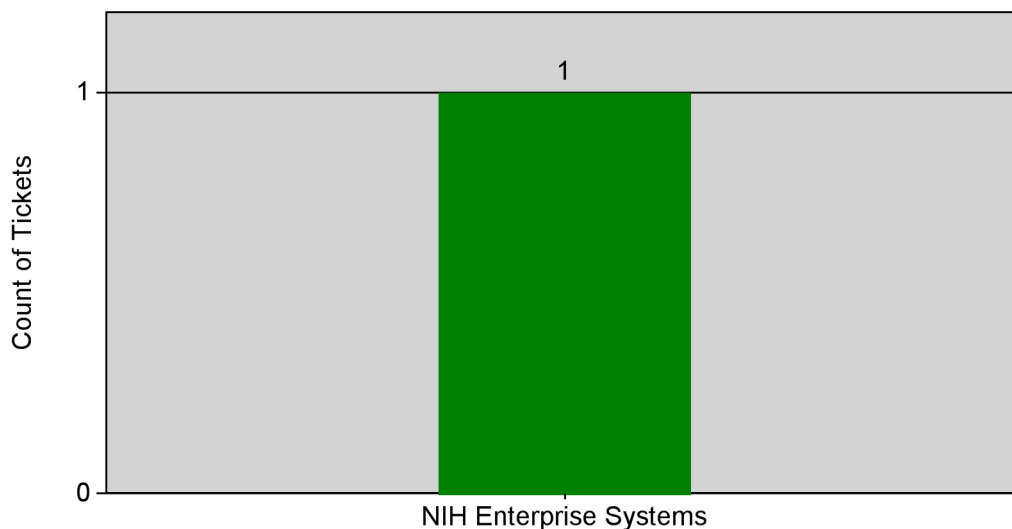
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Web Site Issue (non-CIT)	5	
<b>NIH Enterprise Systems</b>		<b>38</b>
ADB	1	
eRA-COMMONS	2	
eRA-IMPAC II	6	
eRA-Infrastructure	1	
eRA-Referral and Review	10	
eRA-Reporting	1	
ITAS	4	
NBS-User Call	11	
NED	1	
NIH Services	1	
<b>Security</b>		<b>3</b>
Security	3	

Tickets By Category Summary



<b>CVM</b>		<b>1</b>
<b>NIH Enterprise Systems</b>		<b>1</b>
ITAS	1	

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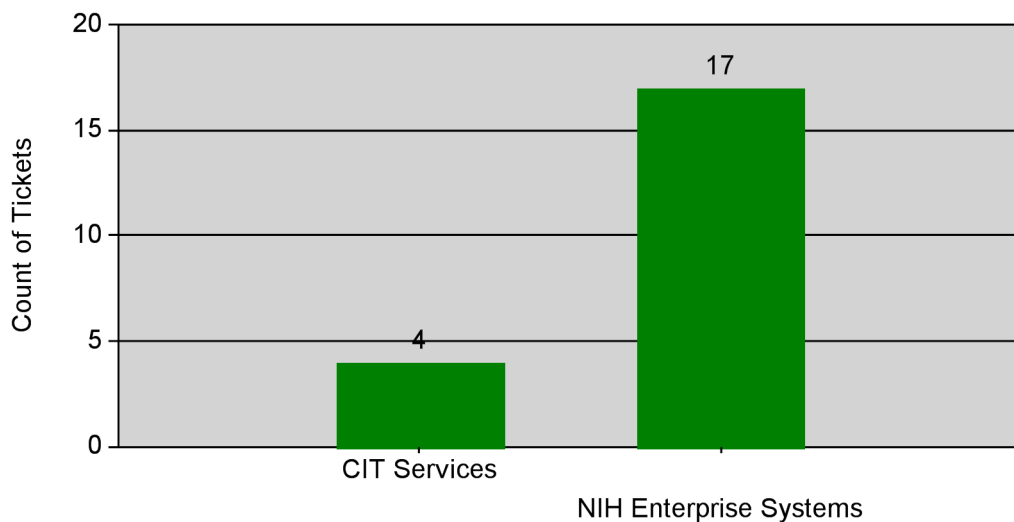


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<b>FDA-OC</b>	<b>21</b>
<b>CIT Services</b>	<b>4</b>
Accounts	3
General Information	1
<b>NIH Enterprise Systems</b>	<b>17</b>
eRA-Grants Management	1
ITAS	16



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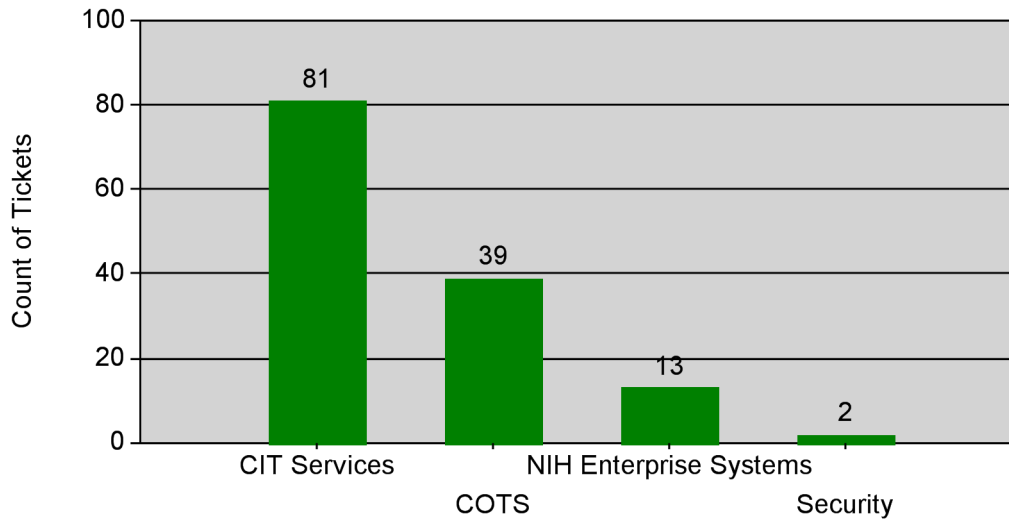


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<b>FIC</b>	<b>135</b>
<b>CIT Services</b>	<b>81</b>
Accounts	62
Back Office Support	6
Conference Room Support-Equipment Setup	4
Conference Room Support-Monitor Conference	1
Email	4
General Information	3
Wireless Services	1
<b>COTS</b>	<b>39</b>
Application Support	18
Hardware	21
<b>NIH Enterprise Systems</b>	<b>13</b>
Capital HR Technical	1
eRA-COMMONS	2
eRA-IMPAC II	1

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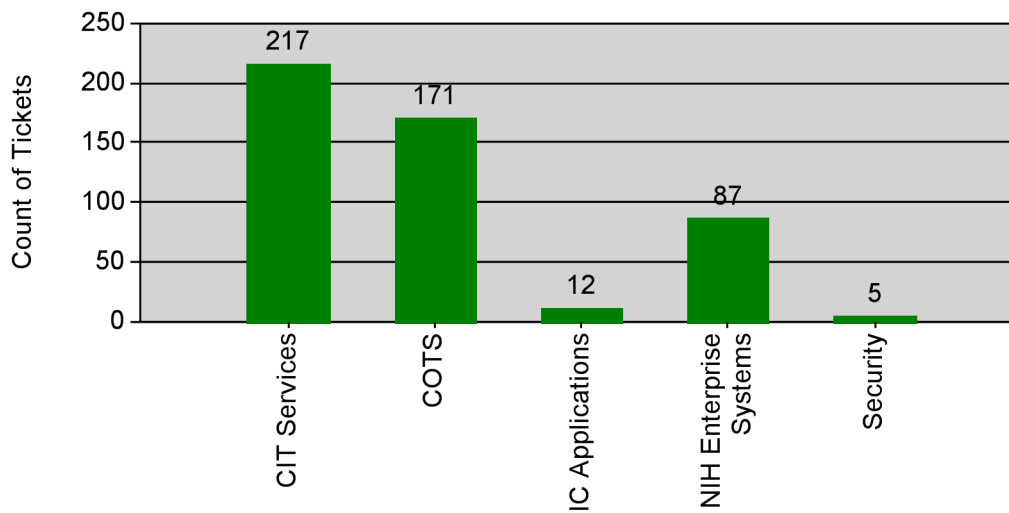
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NBS-User Call	7
NED	1
NIH Services	1

### Security 2

Security	2
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Tickets By Category Summary



### HHS 492

#### CIT Services 217

Accounts	89
ASR	1
Back Office Support	40
CIT Categories	3
Conference Room Support-Equipment Setup	1
Connectivity	9
Email	43
General Information	10
Helix Support	1

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iSDP/Software Distribution	1	
NIHnet	1	
OS/390	2	
Telecommunications	2	
Training	1	
Video	2	
Wireless Services	11	
<b>COTS</b>		<b>171</b>
Application Support	64	
Hardware	107	
<b>IC Applications</b>		<b>12</b>
CC Technical Operations	2	
Local LAN	8	
Web Site Issue (non-CIT)	2	
<b>NIH Enterprise Systems</b>		<b>87</b>
ADB	2	
eRA-COMMONS	1	
eRA-DB	8	
eRA-Grants Management	15	
eRA-IMPAC II	43	
eRA-Infrastructure	2	
eRA-Referral and Review	1	
eRA-Reporting	1	
GovTrip User Call	1	
ITAS	7	
NBS-User Call	1	
NED	5	
<b>Security</b>		<b>5</b>
Security	5	

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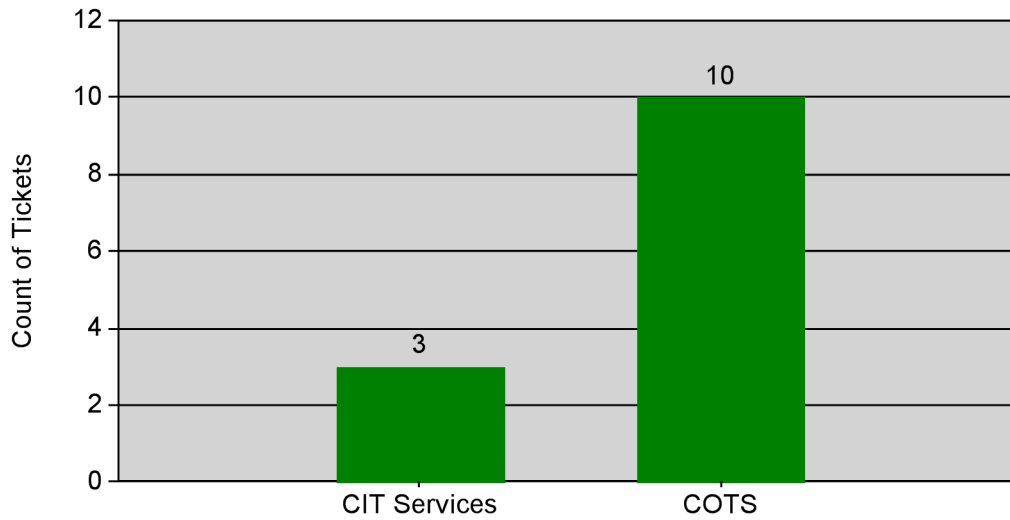


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HRSA-OC		13
CIT Services		3
Accounts	1	
General Information	1	
Wireless Services	1	
COTS		10
Application Support	7	
Hardware	3	

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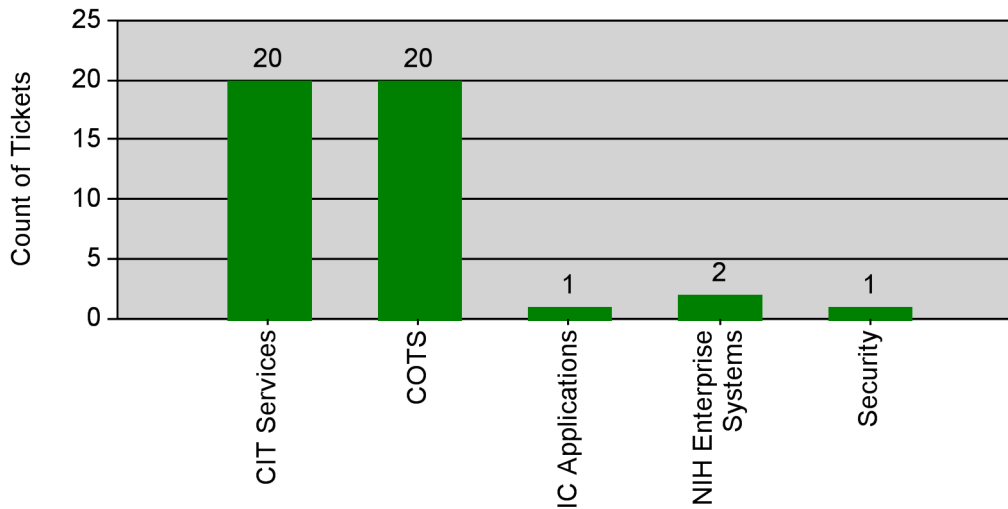


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<b>HSB</b>	<b>44</b>
<b>CIT Services</b>	<b>20</b>
Accounts	9
Back Office Support	4
Email	5
Wireless Services	2
<b>COTS</b>	<b>20</b>
Application Support	13
Hardware	7
<b>IC Applications</b>	<b>1</b>
Local LAN	1
<b>NIH Enterprise Systems</b>	<b>2</b>
GovTrip User Call	2
<b>Security</b>	<b>1</b>
Security	1

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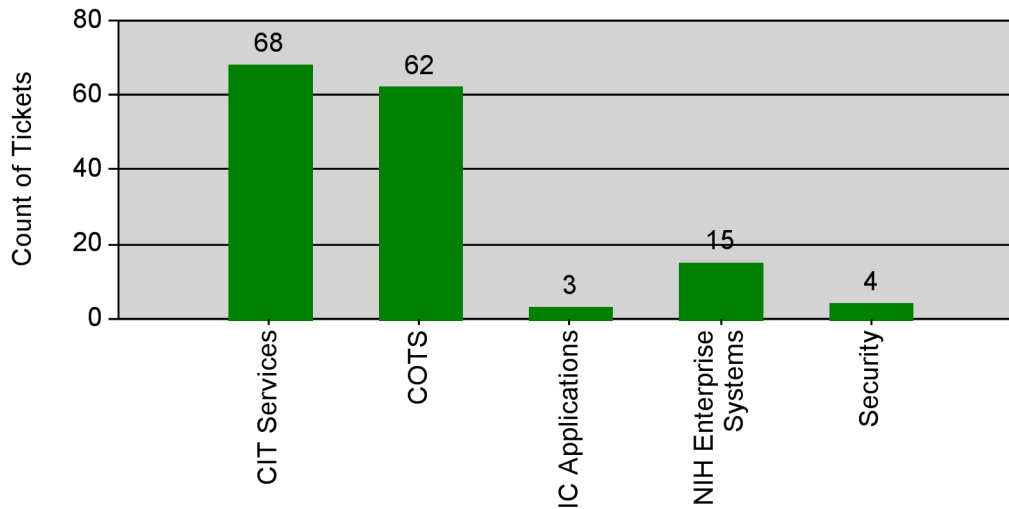


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<b>NCCAM</b>	<b>152</b>
<b>CIT Services</b>	<b>68</b>
Accounts	29
Back Office Support	6
Conference Room Support-Equipment Setup	3
Connectivity	3
Email	18
General Information	1
Telecommunications	2
Video	2
Wireless Services	4
<b>COTS</b>	<b>62</b>
Application Support	30
Hardware	32
<b>IC Applications</b>	<b>3</b>
Local LAN	3

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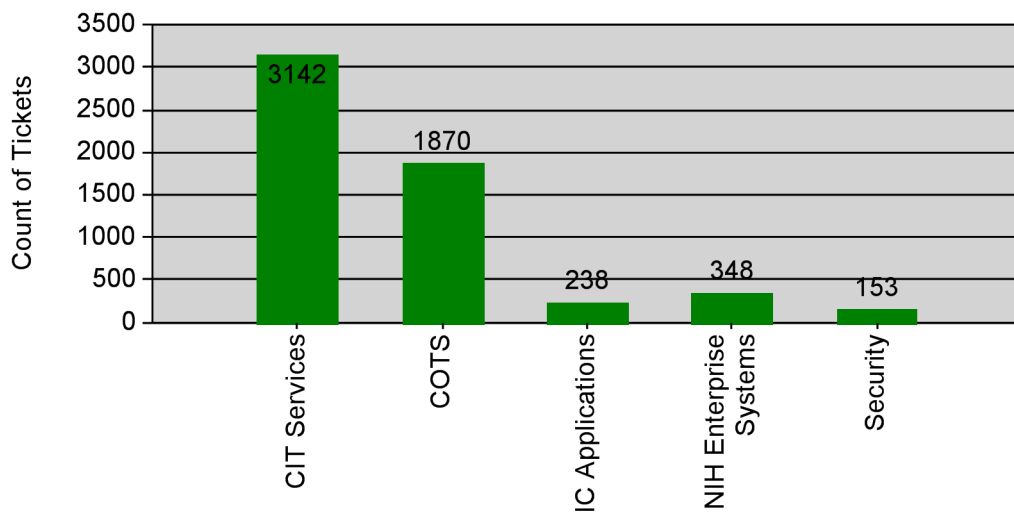
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<b>NIH Enterprise Systems</b>		<b>15</b>
ADB	1	
eRA-COMMONS	1	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
ITAS	1	
NBS-User Call	3	
NED	2	
NIH Data Warehouse	1	
NIH Services	2	
NVision	2	
<b>Security</b>		<b>4</b>
Security	4	

**Tickets By Category Summary**



<b>NCI</b>		<b>5751</b>
<b>CIT Services</b>		<b>3142</b>
Accounts	1809	

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ASR	1	
Back Office Support	317	
CIT Categories	24	
CIT Categories Remedy	1	
CIT Categories-General Information	1	
Conference Room Support-Equipment Setup	74	
Conference Room Support-Monitor Conference	1	
Conference Room Support-Reserve	2	
Connectivity	108	
Email	414	
General Information	142	
Helix Support	3	
iSDP/Software Distribution	2	
NIHnet	22	
OS/390	5	
Telecommunications	66	
Training	7	
Video	20	
Wireless Services	123	
<b>COTS</b>		<b>1870</b>
Application Support	774	
Hardware	1096	
<b>IC Applications</b>		<b>238</b>
CC Clinical Applications	71	
CC Clinical Applications-ATV	2	
CC Technical Operations	4	
E-Grants	1	
Local LAN	121	
Web Site Issue (non-CIT)	39	



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NIH Enterprise Systems		348
ADB	56	
Capital HR Func App Suppt	2	
Capital HR Interface	1	
Capital HR Security	2	
eRA-External	2	
eRA-IMPAC II	3	
eRA-Infrastructure	1	
eRA-Partnership Issues	1	
ITAS	11	
NBS-User Call	130	
NED	100	
NIH Data Warehouse	8	
NIH Services	22	
NVision	9	
Security		153
Anti Virus SW	7	
Security	146	

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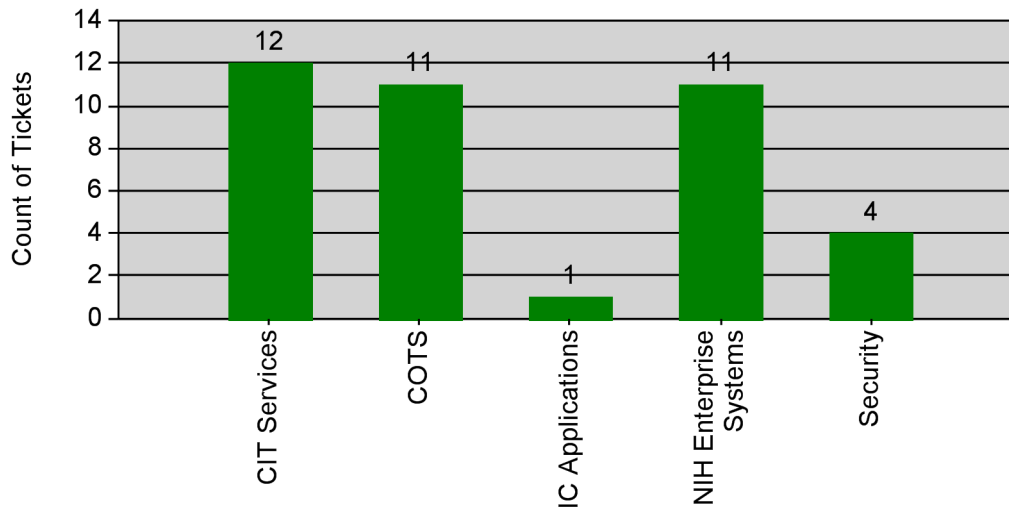


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<b>NCMHD</b>		<b>39</b>
<b>CIT Services</b>		<b>12</b>
Accounts	4	
Back Office Support	3	
Connectivity	1	
Email	3	
General Information	1	
<b>COTS</b>		<b>11</b>
Application Support	3	
Hardware	8	
<b>IC Applications</b>		<b>1</b>
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>11</b>
eRA-COMMONS	1	
eRA-Grants Management	1	
eRA-IMPAC II	4	

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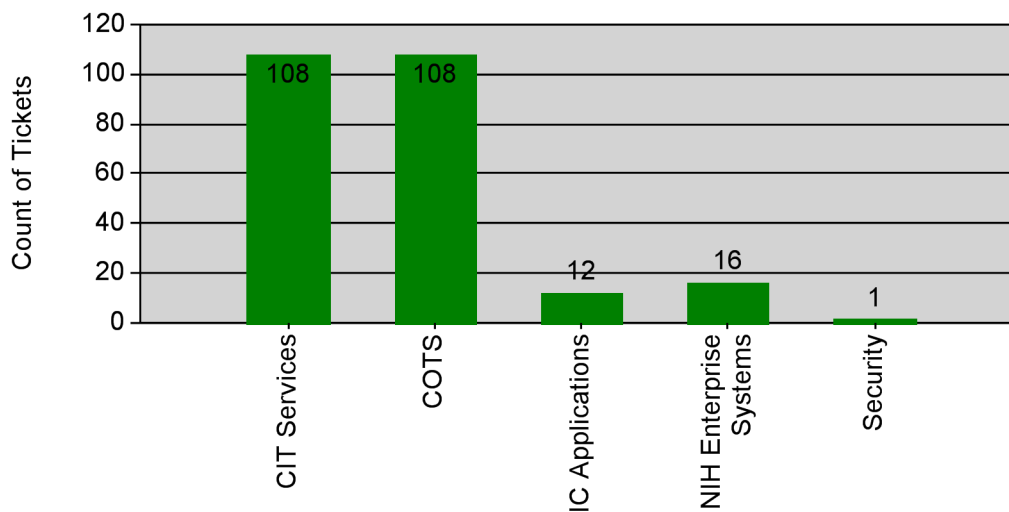
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eRA-Referral and Review	3
NBS-User Call	1
NIH Services	1

### Security 4

Anti Virus SW	1
Security	3

Tickets By Category Summary



### NCRR 245

#### CIT Services 108

Accounts	45
Back Office Support	15
CIT Categories	3
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	8
Email	10
General Information	8

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NIHnet	3	
Telecommunications	1	
Video	2	
Wireless Services	11	
<b>COTS</b>		<b>108</b>
Application Support	42	
Hardware	66	
<b>IC Applications</b>		<b>12</b>
Local LAN	7	
Web Site Issue (non-CIT)	5	
<b>NIH Enterprise Systems</b>		<b>16</b>
eRA-COMMONS	1	
eRA-IMPAC II	3	
eRA-Infrastructure	3	
eRA-Referral and Review	2	
ITAS	3	
NBS-User Call	2	
NED	1	
NIH Services	1	
<b>Security</b>		<b>1</b>
Security	1	

## IC Ticket Report with Category Summary

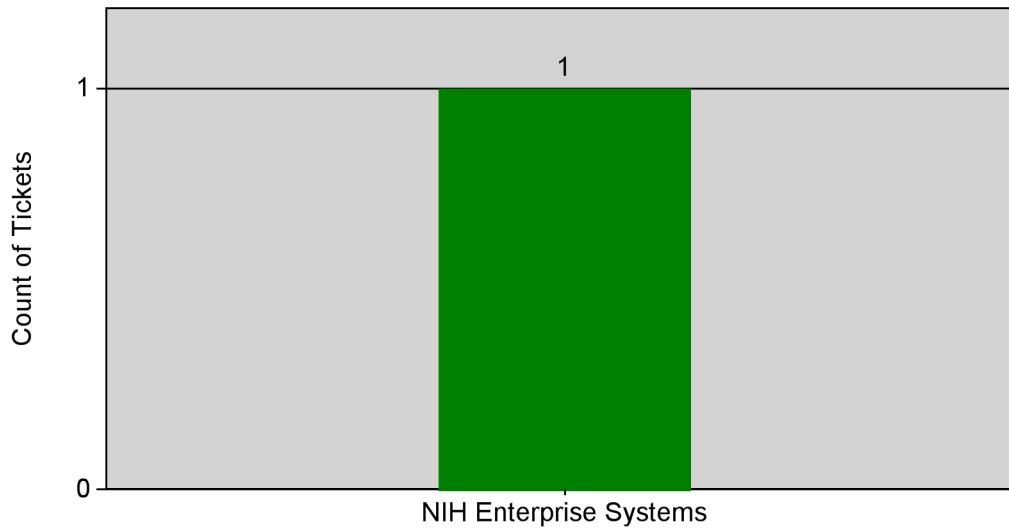


For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



NCTR	1
NIH Enterprise Systems	1
ITAS	1

## IC Ticket Report with Category Summary

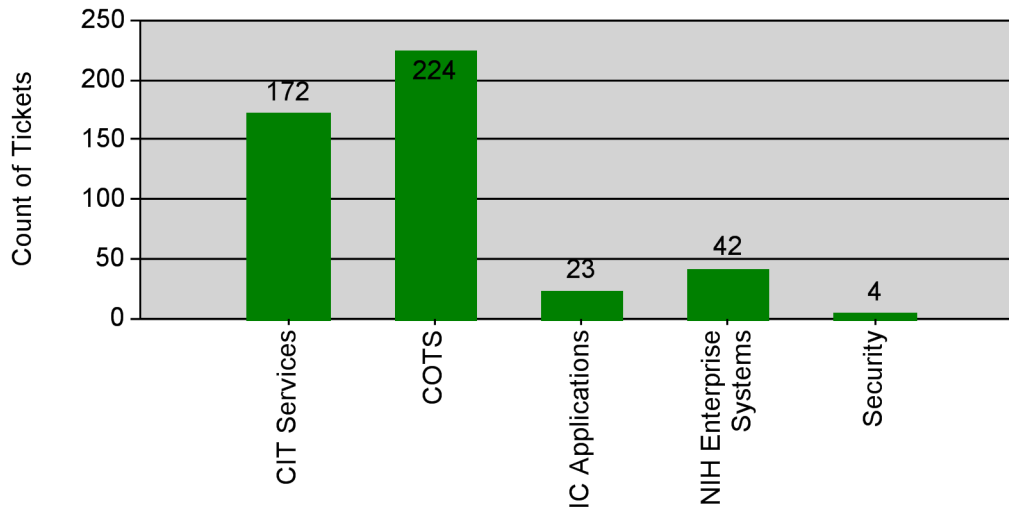


For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

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**Tickets By Category Summary**



<b>NEI</b>	<b>465</b>
<b>CIT Services</b>	<b>172</b>
Accounts	69
Back Office Support	25
CIT Categories	1
Connectivity	18
Email	22
General Information	7
NIHnet	3
Telecommunications	12
Video	2
Wireless Services	13
<b>COTS</b>	<b>224</b>
Application Support	124
Hardware	100
<b>IC Applications</b>	<b>23</b>
Local LAN	22

## IC Ticket Report with Category Summary



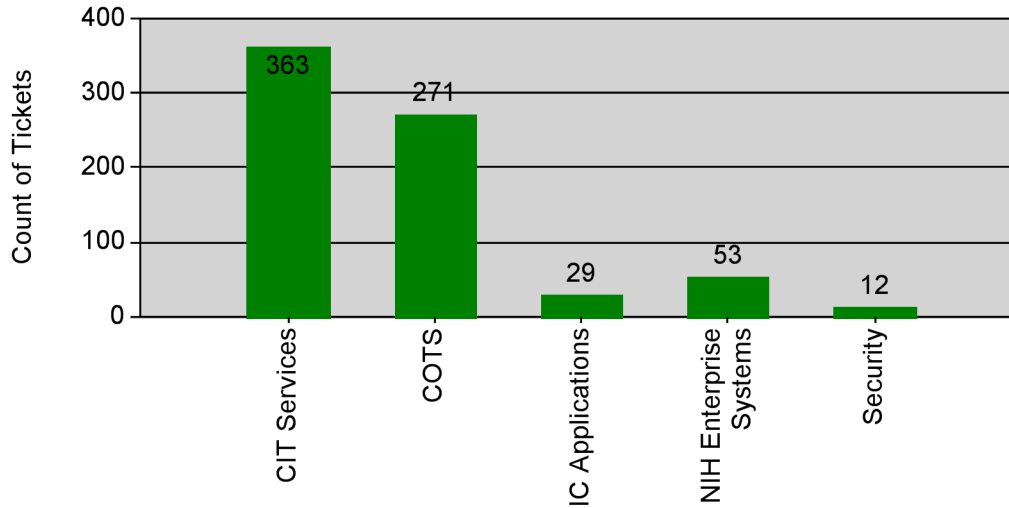
For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	1
<b>NIH Enterprise Systems</b>	<b>42</b>
ADB	5
eRA-IMPAC II	2
eRA-Software BA	1
ITAS	4
NBS-User Call	14
NED	12
NIH Data Warehouse	2
NIH Services	2
<b>Security</b>	<b>4</b>
Security	4

Tickets By Category Summary



<b>NHGRI</b>	<b>728</b>
<b>CIT Services</b>	<b>363</b>
Accounts	189
Back Office Support	54

## IC Ticket Report with Category Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

CIT Categories	3	
CIT Categories-General Information	1	
Conference Room Support-Monitor Conference	1	
Connectivity	19	
Email	35	
General Information	11	
iSDP/Software Distribution	1	
NIHnet	5	
Telecommunications	11	
Training	1	
Unix Support	23	
Video	3	
Wireless Services	6	
<b>COTS</b>		<b>271</b>
Application Support	131	
Hardware	140	
<b>IC Applications</b>		<b>29</b>
CC Clinical Applications	1	
Local LAN	25	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>53</b>
ADB	5	
Capital HR Security	1	
Capital HR User Error	1	
eRA-COMMONS	1	
eRA-Grants Management	2	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
eRA-Software BA	1	



## IC Ticket Report with Category Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

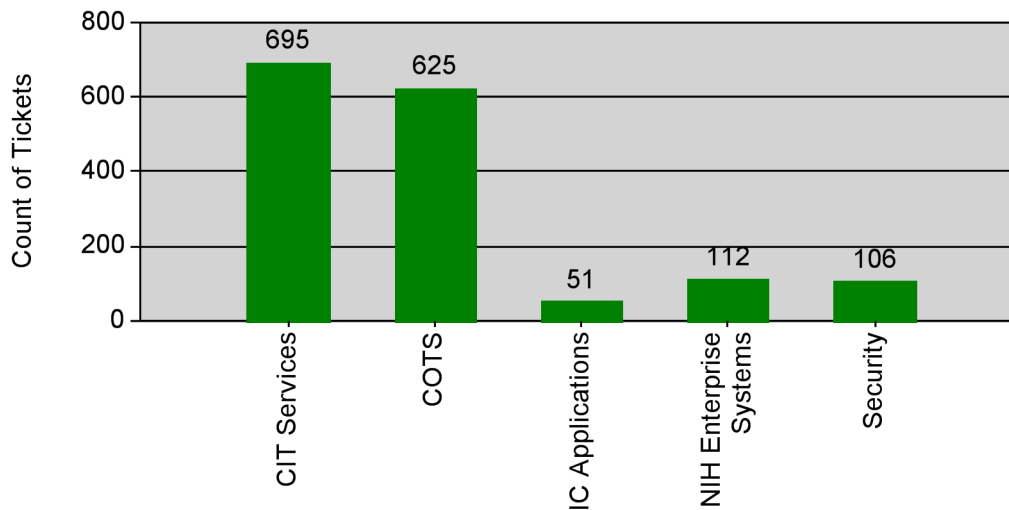
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

ITAS	2
NBS-User Call	33
NIH Data Warehouse	1
NIH Services	4

### Security 12

Security	12
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Tickets By Category Summary



### NHLBI 1589

#### CIT Services 695

Accounts	399
Back Office Support	58
CIT Categories	3
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	13
Connectivity	38
Email	82
General Information	24

## IC Ticket Report with Category Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Helix Support	1	
iSDP/Software Distribution	1	
NIHnet	6	
Telecommunications	25	
Video	3	
Wireless Services	41	
<b>COTS</b>		<b>625</b>
Application Support	261	
Hardware	364	
<b>IC Applications</b>		<b>51</b>
CC Clinical Applications	3	
CC Clinical Applications-ATV	2	
Local LAN	33	
Web Site Issue (non-CIT)	13	
<b>NIH Enterprise Systems</b>		<b>112</b>
ADB	16	
Capital HR Reporting	1	
Capital HR Security	1	
Capital HR Technical	1	
eRA-COMMONS	3	
eRA-External	1	
eRA-Grants Management	3	
eRA-IMPAC II	3	
eRA-Infrastructure	2	
eRA-Reporting	1	
ITAS	10	
NBS-User Call	43	
NED	16	
NIH Data Warehouse	1	

## IC Ticket Report with Category Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

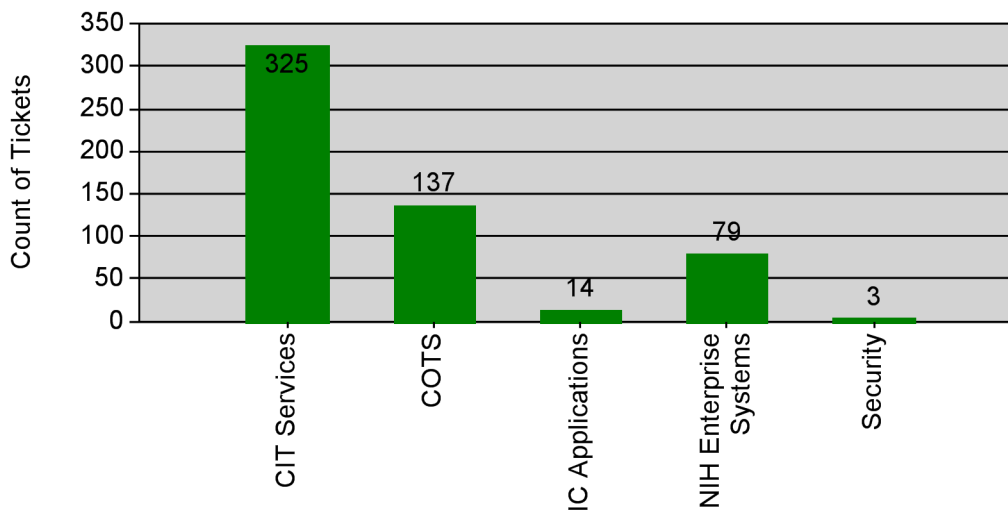
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Services	8
NVision	2

### Security 106

Anti Virus SW	4
Security	102

Tickets By Category Summary



### NIA 558

#### CIT Services 325

Accounts	208
Back Office Support	19
CIT Categories	2
Conference Room Support-Equipment Setup	3
Conference Room Support-Reserve	1
Connectivity	10
Email	36
General Information	20
Helix Support	1

## IC Ticket Report with Category Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIHnet	1	
OS/390	3	
Telecommunications	7	
Training	2	
Video	3	
Wireless Services	9	
<b>COTS</b>		<b>137</b>
Application Support	39	
Hardware	98	
<b>IC Applications</b>		<b>14</b>
Local LAN	10	
Web Site Issue (non-CIT)	4	
<b>NIH Enterprise Systems</b>		<b>79</b>
ADB	7	
Capital HR Security	2	
Capital HR Workflow/Worklist	1	
eRA-External	1	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
eRA-Referral and Review	1	
ITAS	7	
NBS-Sandbox	1	
NBS-User Call	43	
NED	9	
NIH Data Warehouse	2	
NIH Services	2	
<b>Security</b>		<b>3</b>
Security	3	

## IC Ticket Report with Category Summary

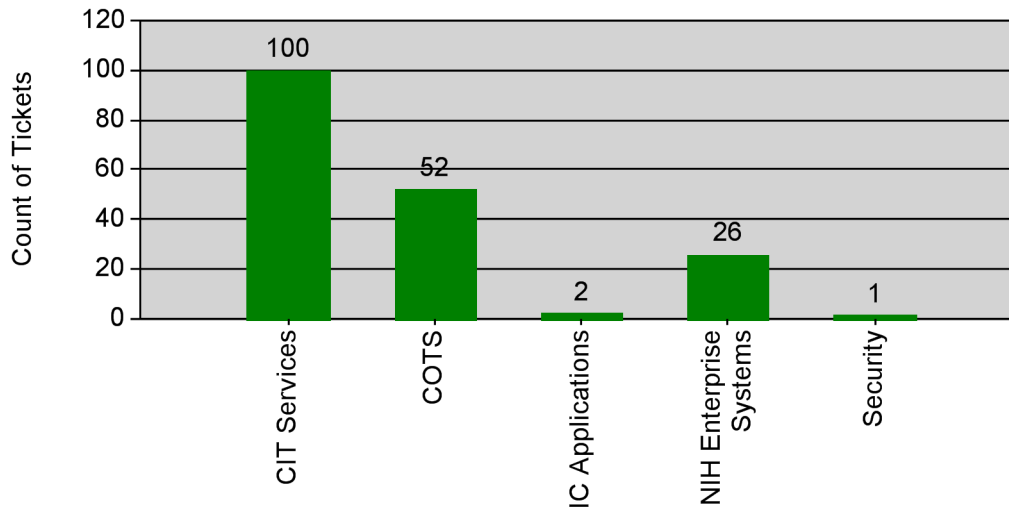


For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIAAA</b>	<b>181</b>
<b>CIT Services</b>	<b>100</b>
Accounts	53
Back Office Support	4
Conference Room Support-Equipment Setup	5
Conference Room Support-Reserve	1
Connectivity	3
Email	11
General Information	8
NIH Cabling Infrastructure-Cabling	1
NIHnet	9
Video	2
Wireless Services	3
<b>COTS</b>	<b>52</b>
Application Support	20
Hardware	32

## IC Ticket Report with Category Summary



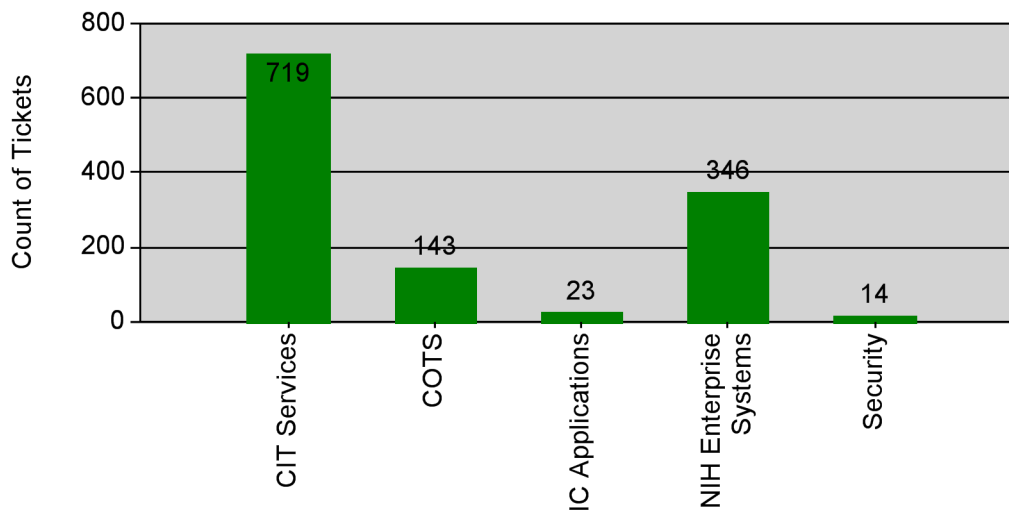
For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>IC Applications</b>	<b>2</b>
Web Site Issue (non-CIT)	2
<b>NIH Enterprise Systems</b>	<b>26</b>
ADB	4
Capital HR Technical	1
eRA-COMMONS	3
eRA-Infrastructure	3
eRA-Referral and Review	1
ITAS	2
NBS-User Call	5
NED	6
NIH Services	1
<b>Security</b>	<b>1</b>
Security	1

**Tickets By Category Summary**



<b>NIAID</b>	<b>1245</b>
<b>CIT Services</b>	<b>719</b>
Accounts	491

## IC Ticket Report with Category Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	41	
CIT Categories	1	
CIT Categories Remedy	2	
Conference Room Support-Equipment Setup	3	
Connectivity	13	
Email	41	
General Information	26	
Helix Support	1	
iSDP/Software Distribution	1	
NECS	1	
NIHnet	8	
Telecommunications	31	
Training	2	
Video	2	
Wireless Services	55	
<b>COTS</b>		<b>143</b>
Application Support	89	
Hardware	54	
<b>IC Applications</b>		<b>23</b>
CC Clinical Applications	10	
CC Clinical Applications-ATV	1	
CC Technical Operations	4	
Local LAN	6	
Web Site Issue (non-CIT)	2	
<b>NIH Enterprise Systems</b>		<b>346</b>
ADB	29	
Capital HR Change Management	1	
Capital HR Reporting	1	
Capital HR Security	1	

## IC Ticket Report with Category Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

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Capital HR Technical	1	
Capital HR User Error	1	
eRA-COMMONS	2	
eRA-External	1	
eRA-Grants Management	3	
eRA-IMPAC II	3	
eRA-Infrastructure	1	
ITAS	21	
NBS-User Call	207	
NED	49	
NIH Data Warehouse	4	
NIH Services	14	
NVision	7	
<b>Security</b>		<b>14</b>
Security	14	



## IC Ticket Report with Category Summary

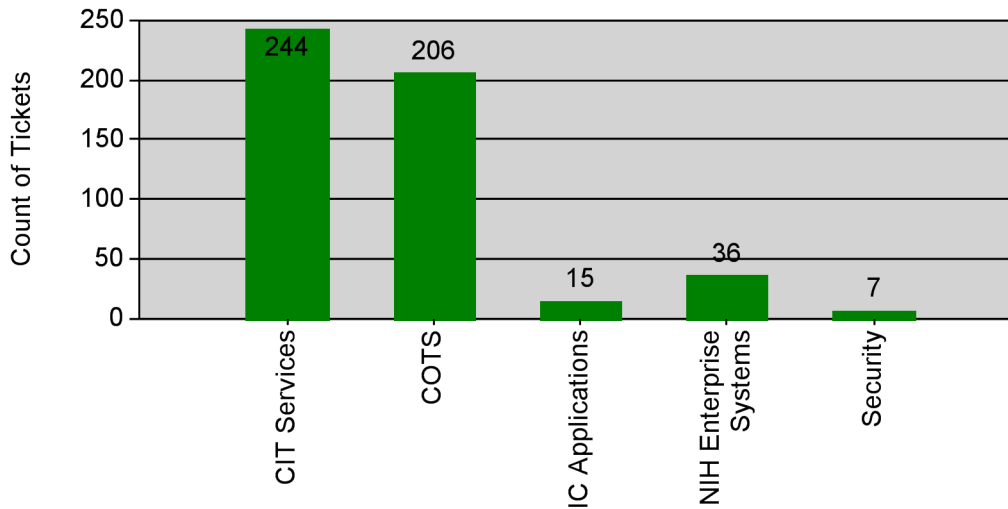


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**Tickets By Category Summary**



<b>NIAMS</b>		<b>508</b>
<b>CIT Services</b>		<b>244</b>
Accounts	161	
Back Office Support	25	
CIT Categories	1	
Conference Room Support-Equipment Setup	4	
Connectivity	11	
Email	12	
General Information	7	
NIHnet	4	
Telecommunications	4	
Video	2	
Wireless Services	13	
<b>COTS</b>		<b>206</b>
Application Support	100	
Hardware	106	

## IC Ticket Report with Category Summary



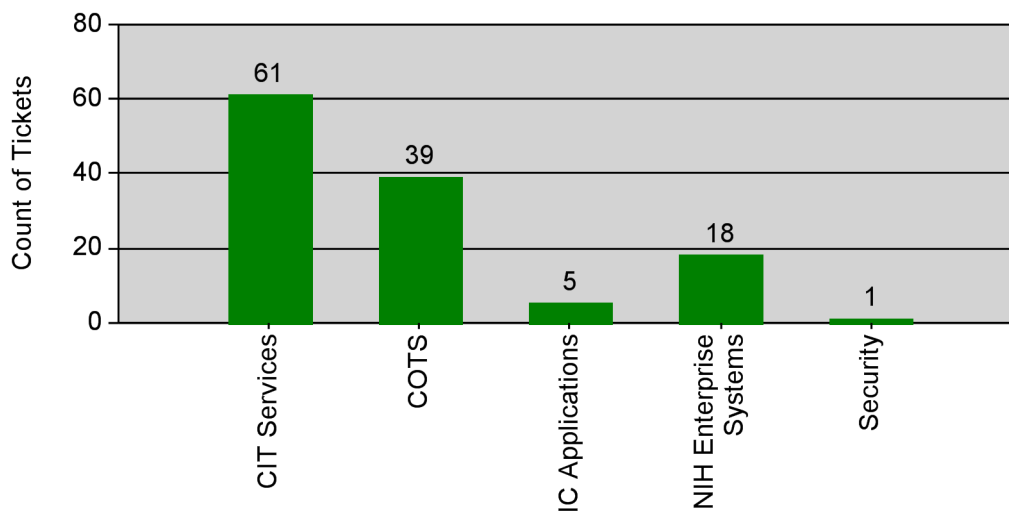
For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

<b>IC Applications</b>		<b>15</b>
CC Clinical Applications	1	
Local LAN	10	
Web Site Issue (non-CIT)	4	
<b>NIH Enterprise Systems</b>		<b>36</b>
ADB	3	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
NBS-User Call	21	
NED	7	
NIH Services	2	
<b>Security</b>		<b>7</b>
Security	7	

**Tickets By Category Summary**



<b>NIBIB</b>		<b>124</b>
<b>CIT Services</b>		<b>61</b>
Accounts	36	

## IC Ticket Report with Category Summary



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Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	5	
Connectivity	1	
Email	9	
General Information	1	
Telecommunications	1	
Wireless Services	8	
<b>COTS</b>		<b>39</b>
Application Support	13	
Hardware	26	
<b>IC Applications</b>		<b>5</b>
Local LAN	2	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>18</b>
ADB	4	
eRA-Referral and Review	1	
ITAS	1	
NBS-User Call	8	
NED	1	
NIH Services	3	
<b>Security</b>		<b>1</b>
Security	1	

## IC Ticket Report with Category Summary

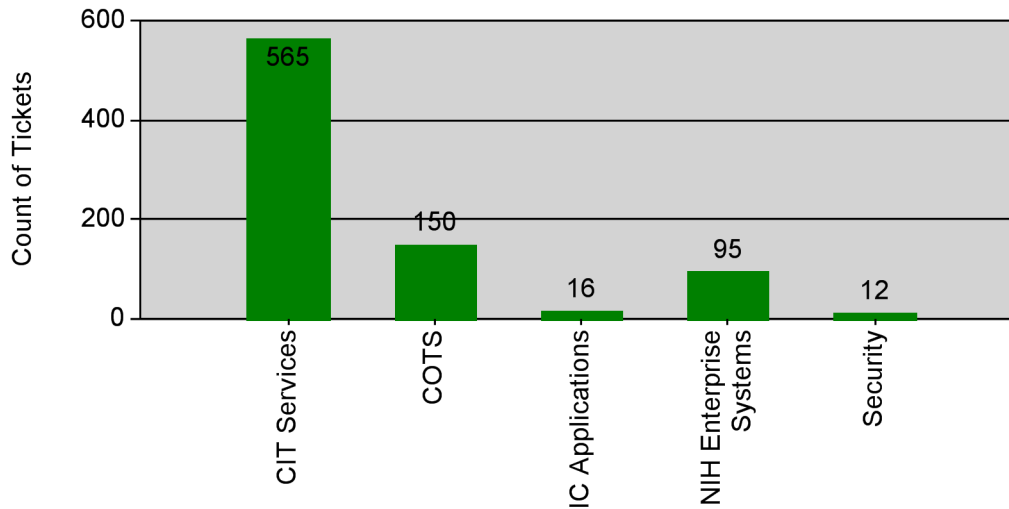


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**Tickets By Category Summary**



<b>NICHD</b>	<b>838</b>
<b>CIT Services</b>	<b>565</b>
Accounts	373
Back Office Support	41
Conference Room Support-Equipment Setup	12
Connectivity	19
Email	59
General Information	16
NIHnet	4
Telecommunications	23
Video	2
Wireless Services	16
<b>COTS</b>	<b>150</b>
Application Support	70
Hardware	80
<b>IC Applications</b>	<b>16</b>
CC Clinical Applications	2

## IC Ticket Report with Category Summary



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Snapshot Date: 9/1/2009 6:48:10 AM

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CC Clinical Applications-ATV	1
Local LAN	9
Web Site Issue (non-CIT)	4
<b>NIH Enterprise Systems</b>	<b>95</b>
ADB	14
eRA-COMMONS	3
eRA-DB	2
eRA-Grants Management	7
eRA-IMPAC II	6
eRA-Referral and Review	1
eRA-Software BA	1
ITAS	1
NBS-User Call	37
NED	16
NIH Data Warehouse	1
NIH Services	6
<b>Security</b>	<b>12</b>
Anti Virus SW	1
Security	11

## IC Ticket Report with Category Summary

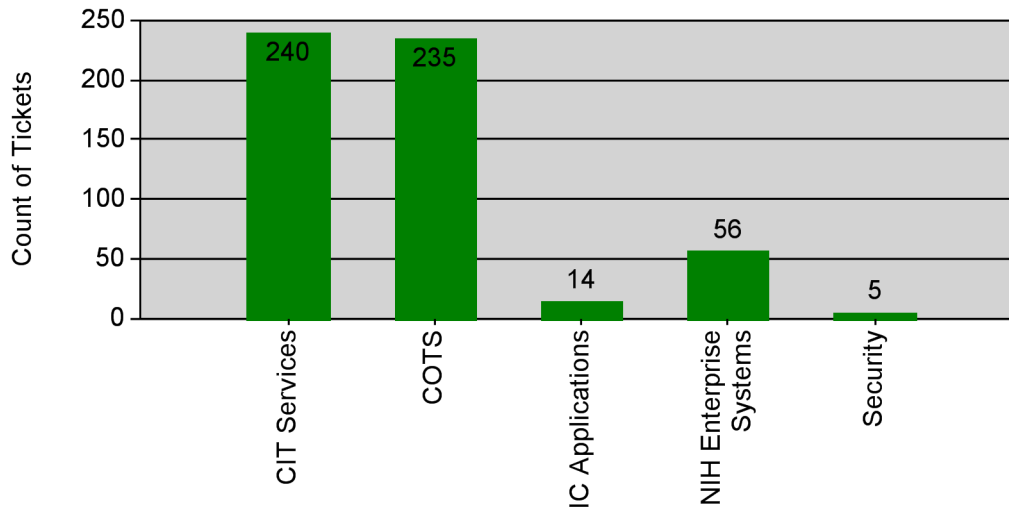


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**Tickets By Category Summary**



<b>NIDA</b>	<b>550</b>
<b>CIT Services</b>	<b>240</b>
Accounts	127
Back Office Support	19
CIT Categories	1
Conference Room Support-Equipment Setup	6
Connectivity	14
Email	37
General Information	10
NIHnet	3
Telecommunications	3
Video	3
Wireless Services	17
<b>COTS</b>	<b>235</b>
Application Support	111
Hardware	124

## IC Ticket Report with Category Summary



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<b>IC Applications</b>		<b>14</b>
Local LAN	10	
Web Site Issue (non-CIT)	4	
<b>NIH Enterprise Systems</b>		<b>56</b>
ADB	11	
eRA-External	1	
eRA-Grants Management	2	
eRA-IMPAC II	4	
eRA-Infrastructure	2	
eRA-Referral and Review	1	
ITAS	1	
NBS-User Call	25	
NED	6	
NIH Data Warehouse	2	
NVision	1	
<b>Security</b>		<b>5</b>
Anti Virus SW	1	
Security	4	

## IC Ticket Report with Category Summary

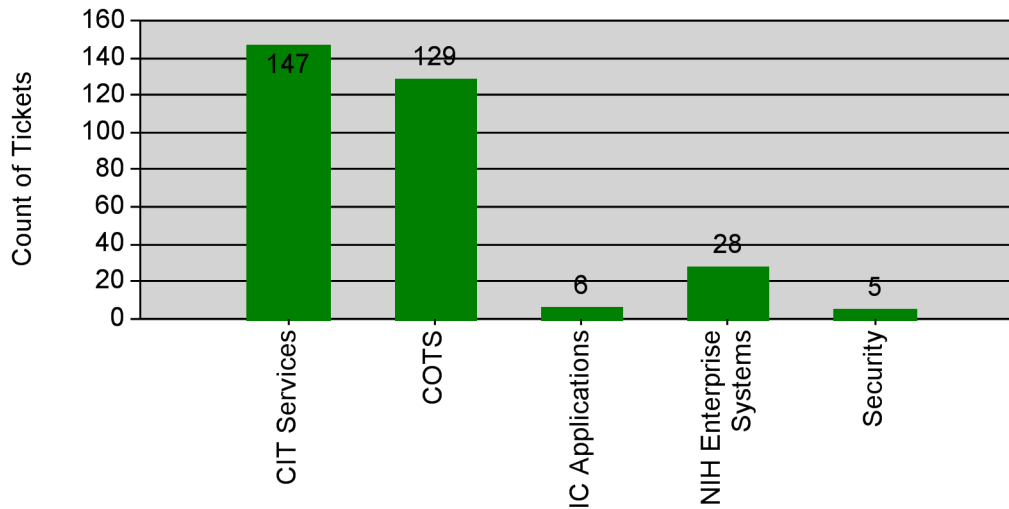


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Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIDCD</b>		<b>315</b>
<b>CIT Services</b>		<b>147</b>
Accounts	80	
Back Office Support	11	
CIT Categories Remedy	1	
Connectivity	5	
Email	33	
General Information	7	
Telecommunications	1	
Training	1	
Wireless Services	8	
<b>COTS</b>		<b>129</b>
Application Support	63	
Hardware	66	
<b>IC Applications</b>		<b>6</b>
CC Clinical Applications	2	



## IC Ticket Report with Category Summary



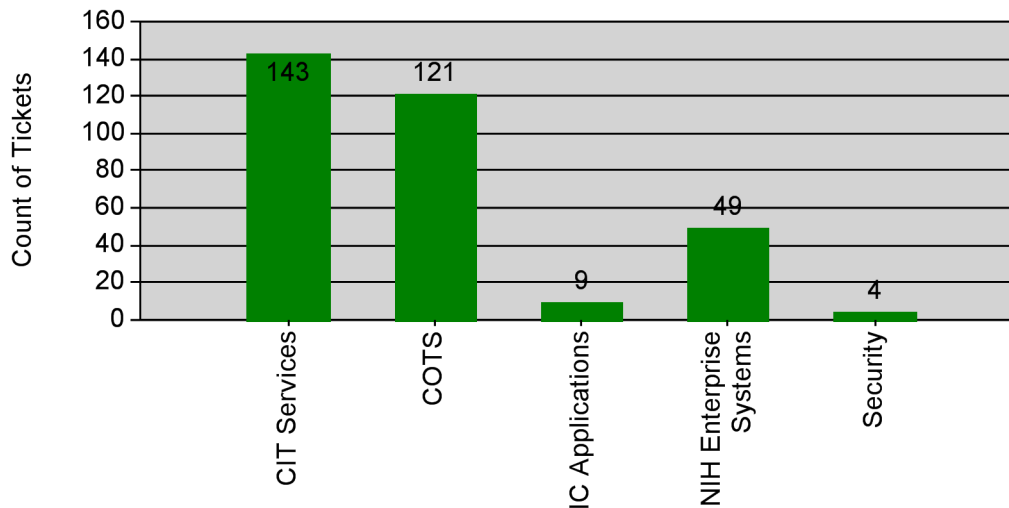
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Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

CC Technical Operations	1
Local LAN	3
<b>NIH Enterprise Systems</b>	<b>28</b>
ADB	3
eRA-IMPAC II	1
ITAS	2
NBS-User Call	14
NED	6
NVision	2
<b>Security</b>	<b>5</b>
Security	5

**Tickets By Category Summary**



<b>NIDCR</b>	<b>326</b>
<b>CIT Services</b>	<b>143</b>
Accounts	84
Back Office Support	9
Conference Room Support-Equipment Setup	3

## IC Ticket Report with Category Summary



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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Connectivity	7	
Email	17	
General Information	3	
Helix Support	1	
NIHnet	3	
Telecommunications	2	
Training	1	
Video	1	
Wireless Services	12	
<b>COTS</b>		<b>121</b>
Application Support	68	
Hardware	53	
<b>IC Applications</b>		<b>9</b>
CC Clinical Applications	2	
Local LAN	4	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>49</b>
ADB	3	
ITAS	1	
NBS-User Call	30	
NED	8	
NIH Services	5	
NVision	2	
<b>Security</b>		<b>4</b>
Security	4	

## IC Ticket Report with Category Summary

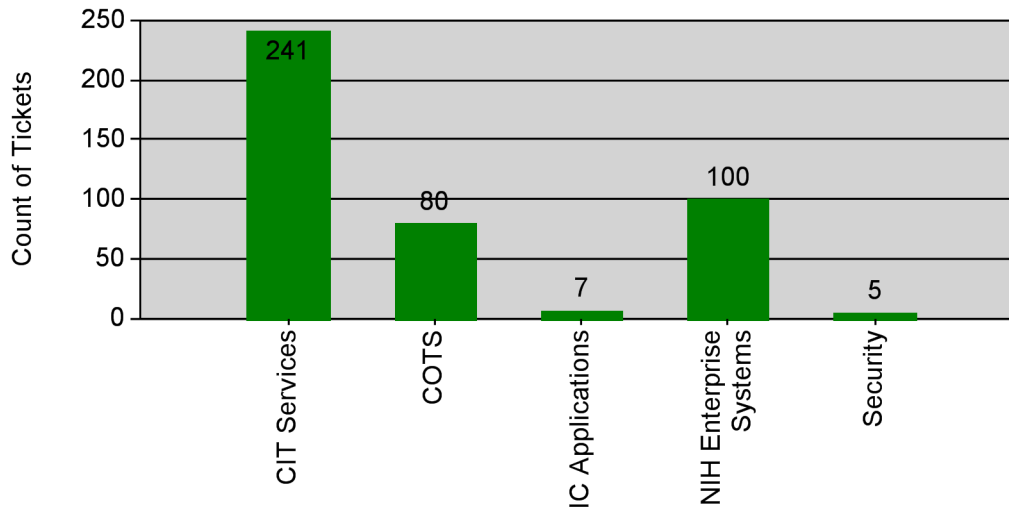


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Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIDDK</b>	<b>433</b>
<b>CIT Services</b>	<b>241</b>
Accounts	171
Back Office Support	13
CIT Categories	4
Connectivity	4
Email	15
General Information	12
Helix Support	3
NIHnet	1
Telecommunications	4
Training	1
Video	1
Wireless Services	12
<b>COTS</b>	<b>80</b>
Application Support	40

## IC Ticket Report with Category Summary



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Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	40	
<b>IC Applications</b>		<b>7</b>
CC Clinical Applications	2	
CC Technical Operations	1	
Local LAN	2	
Web Site Issue (non-CIT)	2	
<b>NIH Enterprise Systems</b>		<b>100</b>
ADB	9	
eRA-Grants Management	1	
eRA-IMPAC II	2	
eRA-Referral and Review	2	
ITAS	6	
NBS-User Call	49	
NED	23	
NIH Data Warehouse	1	
NIH Services	5	
NVision	2	
<b>Security</b>		<b>5</b>
Security	5	

## IC Ticket Report with Category Summary

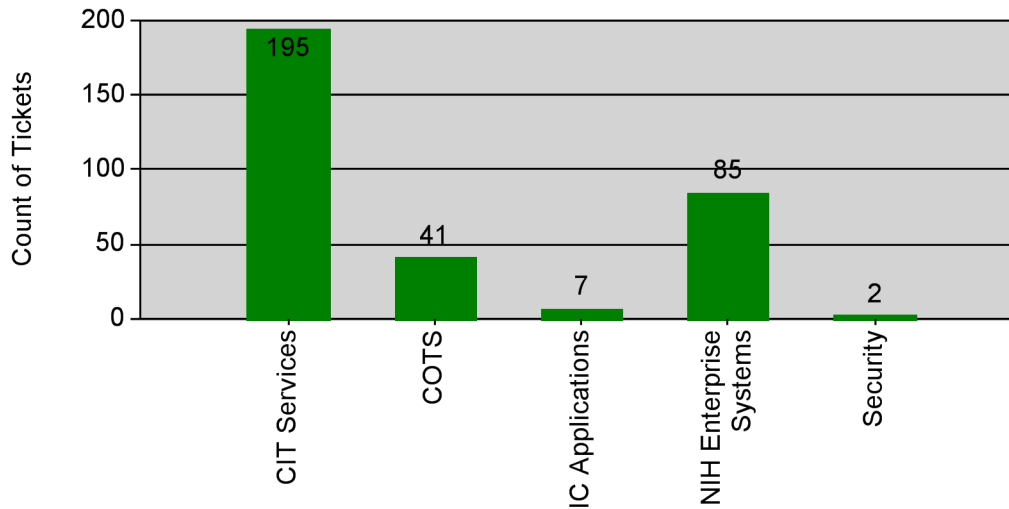


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Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>NIEHS</b>	<b>330</b>
<b>CIT Services</b>	<b>195</b>
Accounts	156
Back Office Support	7
CIT Categories	1
Connectivity	11
Email	4
General Information	5
Hardware-Phones	1
Telecommunications	1
Video	1
Wireless Services	8
<b>COTS</b>	<b>41</b>
Application Support	14
Hardware	27
<b>IC Applications</b>	<b>7</b>
CC Clinical Applications	2

## IC Ticket Report with Category Summary



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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Local LAN	3
Web Site Issue (non-CIT)	2

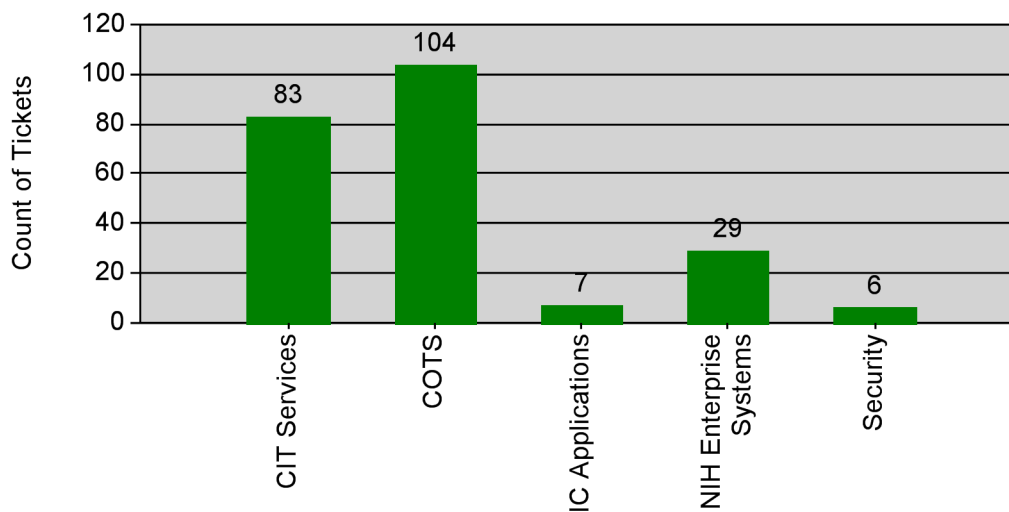
### NIH Enterprise Systems 85

ADB	3
Capital HR Security	1
eRA-Infrastructure	2
ITAS	1
NBS-User Call	63
NED	10
NIH Data Warehouse	1
NIH Services	4

### Security 2

Security	2
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Tickets By Category Summary



### NIGMS 229

#### CIT Services 83

Accounts	31
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## IC Ticket Report with Category Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	15	
Conference Room Support-Equipment Setup	2	
Email	10	
General Information	10	
NIHnet	2	
Telecommunications	1	
Video	1	
Wireless Services	11	
<b>COTS</b>		<b>104</b>
Application Support	35	
Hardware	69	
<b>IC Applications</b>		<b>7</b>
Local LAN	4	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>29</b>
ADB	1	
eRA-COMMONS	1	
eRA-External	1	
eRA-Grants Management	4	
eRA-IMPAC II	2	
eRA-Infrastructure	2	
eRA-Referral and Review	3	
eRA-Reporting	1	
ITAS	3	
NBS-User Call	3	
NED	5	
NIH Data Warehouse	1	
NIH Services	2	
<b>Security</b>		<b>6</b>
Security	6	

## IC Ticket Report with Category Summary

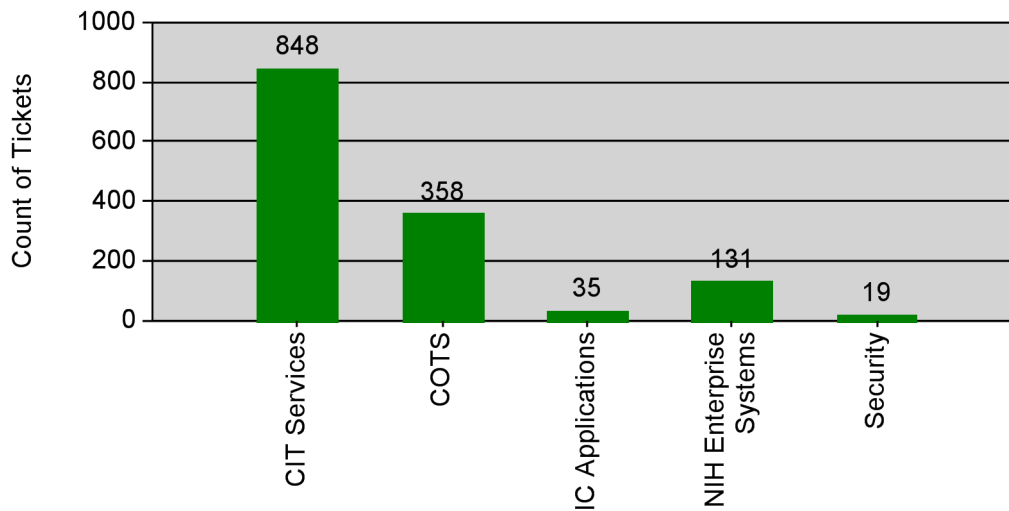


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**Tickets By Category Summary**



<b>NIMH</b>	<b>1391</b>
<b>CIT Services</b>	<b>848</b>
Accounts	583
Back Office Support	42
CIT Categories	3
Conference Room Support-Equipment Setup	8
Connectivity	37
Email	91
General Information	23
Helix Support	3
iSDP/Software Distribution	1
NIHnet	8
OS/390	1
Telecommunications	17
Training	1
Video	1



## IC Ticket Report with Category Summary



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Wireless Services	29	
<b>COTS</b>		<b>358</b>
Application Support	174	
Hardware	184	
<b>IC Applications</b>		<b>35</b>
CC Clinical Applications	1	
CC Clinical Applications-ATV	2	
Local LAN	23	
Web Site Issue (non-CIT)	9	
<b>NIH Enterprise Systems</b>		<b>131</b>
ADB	15	
Capital HR Func App Suppt	1	
Capital HR Security	1	
eRA-COMMONS	1	
eRA-External	2	
eRA-Grants Management	1	
eRA-IMPAC II	4	
eRA-Referral and Review	1	
eRA-Software BA	1	
ITAS	5	
NBS-User Call	45	
NED	43	
NIH Data Warehouse	1	
NIH Services	10	
<b>Security</b>		<b>19</b>
Anti Virus SW	5	
Security	14	

## IC Ticket Report with Category Summary

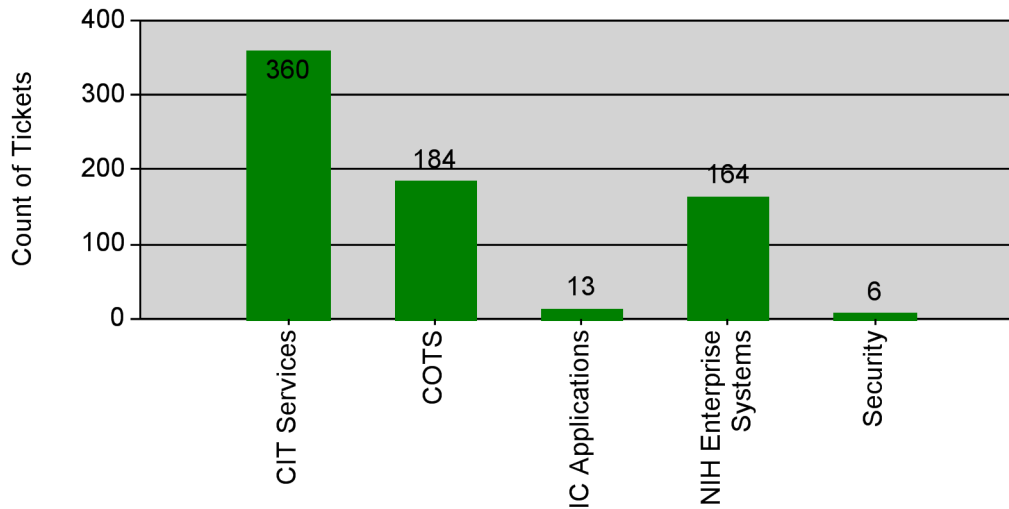


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**Tickets By Category Summary**



<b>NINDS</b>		<b>727</b>
<b>CIT Services</b>		<b>360</b>
Accounts	243	
Back Office Support	29	
CIT Categories	1	
Conference Room Support-Equipment Setup	2	
Connectivity	16	
Email	30	
General Information	7	
Helix Support	2	
NIHnet	6	
Telecommunications	13	
Training	1	
Video	2	
Wireless Services	8	
<b>COTS</b>		<b>184</b>
Application Support	73	

## IC Ticket Report with Category Summary



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Hardware	111	
<b>IC Applications</b>		<b>13</b>
CC Clinical Applications	2	
CC Clinical Applications-ATV	2	
Local LAN	5	
Web Site Issue (non-CIT)	4	
<b>NIH Enterprise Systems</b>		<b>164</b>
ADB	18	
eRA-COMMONS	2	
eRA-Grants Management	1	
eRA-IMPAC II	3	
GovTrip User Call	56	
ITAS	12	
NBS-User Call	44	
NED	16	
NIH Services	12	
<b>Security</b>		<b>6</b>
Security	6	

## IC Ticket Report with Category Summary

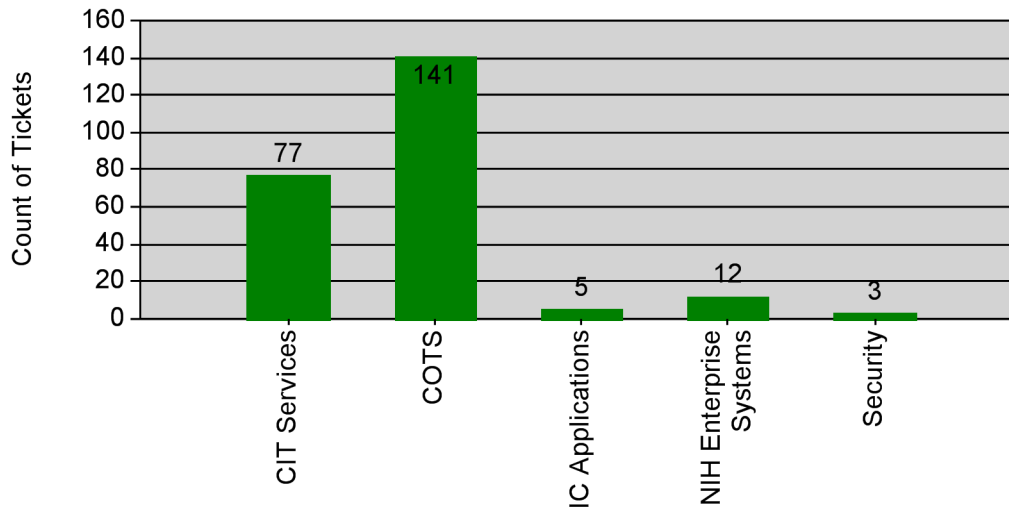


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**Tickets By Category Summary**



<b>NINR</b>	<b>238</b>
<b>CIT Services</b>	<b>77</b>
Accounts	41
Back Office Support	10
Connectivity	1
Email	11
General Information	1
NIHnet	1
Telecommunications	2
Video	2
Wireless Services	8
<b>COTS</b>	<b>141</b>
Application Support	50
Hardware	91
<b>IC Applications</b>	<b>5</b>
CC Technical Operations	1

## IC Ticket Report with Category Summary



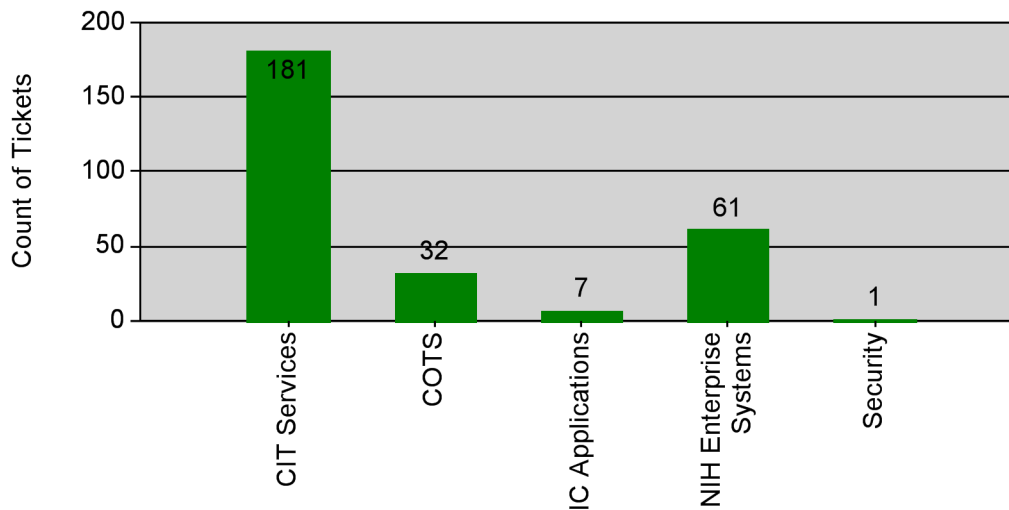
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Local LAN	3
Web Site Issue (non-CIT)	1
<b>NIH Enterprise Systems</b>	<b>12</b>
ADB	1
NBS-User Call	9
NED	1
NIH Services	1
<b>Security</b>	<b>3</b>
Security	3

**Tickets By Category Summary**



<b>NLM</b>	<b>282</b>
<b>CIT Services</b>	<b>181</b>
Accounts	136
Back Office Support	5
CIT Categories	1
CIT Categories Remedy	1
Connectivity	5

## IC Ticket Report with Category Summary



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Email	8	
General Information	5	
Helix Support	1	
NIHnet	4	
Telecommunications	5	
Training	1	
Video	1	
Wireless Services	8	
<b>COTS</b>		<b>32</b>
Application Support	20	
Hardware	12	
<b>IC Applications</b>		<b>7</b>
Local LAN	4	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>61</b>
ADB	2	
Capital HR Security	1	
eRA-COMMONS	1	
ITAS	8	
NBS-User Call	33	
NED	15	
NIH Services	1	
<b>Security</b>		<b>1</b>
Security	1	

## IC Ticket Report with Category Summary

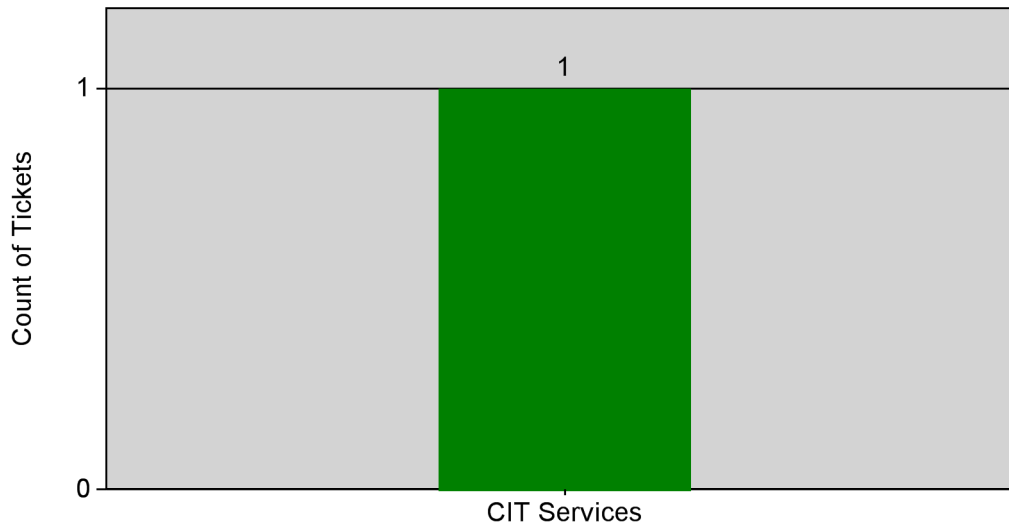


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**Tickets By Category Summary**



NON-NIH	1
CIT Services	1
Accounts	1

## IC Ticket Report with Category Summary

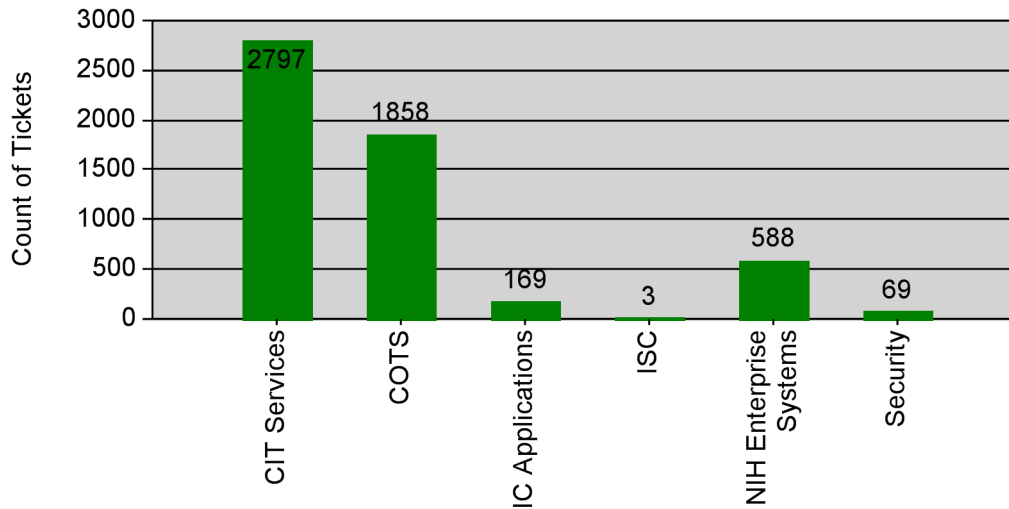


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**Tickets By Category Summary**



<b>OD</b>	<b>5484</b>
<b>CIT Services</b>	<b>2797</b>
Accounts	1322
ASR	1
Back Office Support	466
CIT Categories	13
CIT Categories Remedy	6
CIT Categories-General Information	2
Conference Room Support-Equipment Setup	38
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	4
Connectivity	111
Email	415
General Information	133
Helix Support	2
iSDP/Software Distribution	2



## IC Ticket Report with Category Summary



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NECS	1	
NIH Cabling Infrastructure-IGDB Support	2	
NIHnet	29	
OS/390	2	
Telecommunications	95	
Training	9	
Video	20	
Wireless Services	123	
<b>COTS</b>		<b>1858</b>
Application Support	842	
Hardware	1016	
<b>IC Applications</b>		<b>169</b>
CC Technical Operations	1	
E-Grants	1	
Local LAN	95	
OIT Categories	3	
Web Site Issue (non-CIT)	69	
<b>ISC</b>		<b>3</b>
ISC	3	
<b>NIH Enterprise Systems</b>		<b>588</b>
ADB	59	
Capital HR Non-App Specific	3	
Capital HR Security	4	
Capital HR User Error	2	
eRA-COMMONS	5	
eRA-DB	5	
eRA-External	3	
eRA-Grants Management	4	
eRA-IMPAC II	22	

## IC Ticket Report with Category Summary



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eRA-Infrastructure	9
eRA-Referral and Review	7
eRA-Reporting	1
eRA-Training	1
GovTrip User Call	26
ITAS	37
NBS Enhancement	1
NBS-Sandbox	1
NBS-User Call	255
NED	90
NIH Data Warehouse	11
NIH Services	29
NVision	13

<b>Security</b>	<b>69</b>
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Anti Virus SW	9
Security	60

## IC Ticket Report with Category Summary

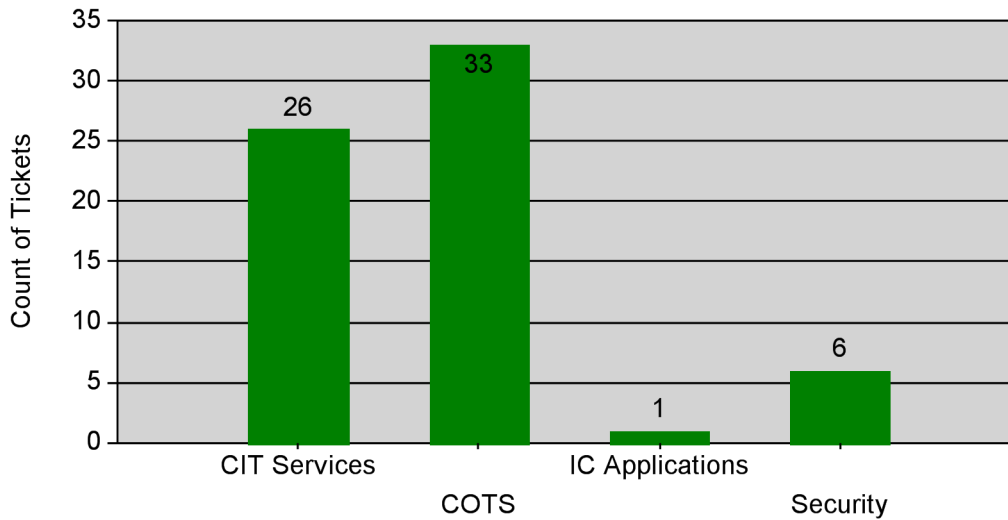


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**Tickets By Category Summary**



<b>OFAM</b>		<b>66</b>
<b>CIT Services</b>		<b>26</b>
Accounts	7	
Back Office Support	9	
Connectivity	1	
Email	7	
General Information	2	
<b>COTS</b>		<b>33</b>
Application Support	10	
Hardware	23	
<b>IC Applications</b>		<b>1</b>
Web Site Issue (non-CIT)	1	
<b>Security</b>		<b>6</b>
Anti Virus SW	1	
Security	5	

## IC Ticket Report with Category Summary

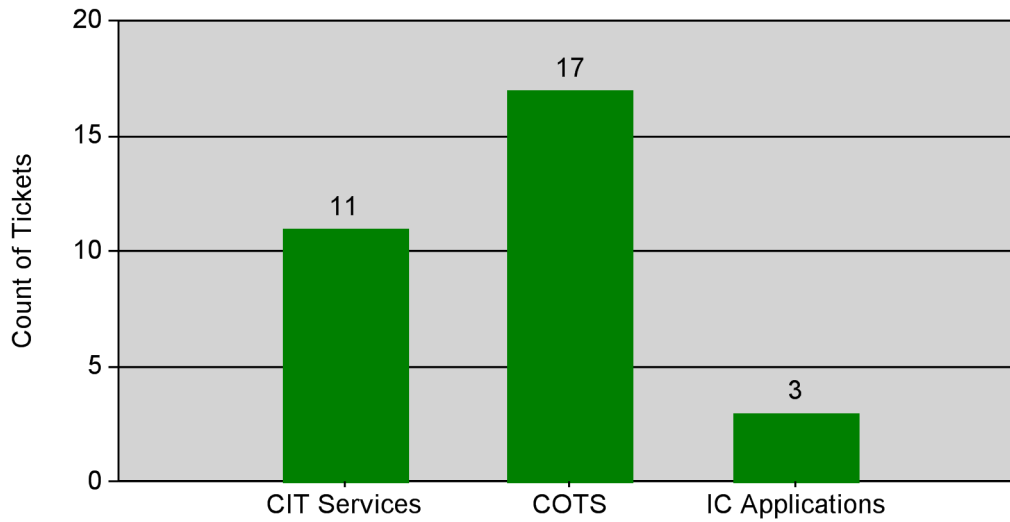


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**Tickets By Category Summary**



<b>OFM</b>	<b>31</b>
<b>CIT Services</b>	<b>11</b>
Accounts	5
Email	3
General Information	1
Telecommunications	2
<b>COTS</b>	<b>17</b>
Application Support	2
Hardware	15
<b>IC Applications</b>	<b>3</b>
Local LAN	1
Web Site Issue (non-CIT)	2

## IC Ticket Report with Category Summary

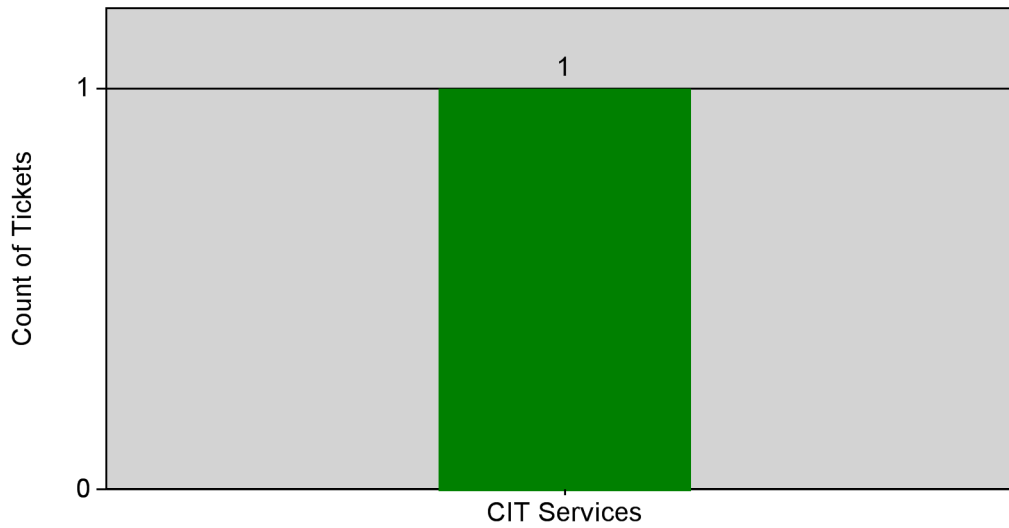


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**Tickets By Category Summary**



OFPO	1
CIT Services	1
Accounts	1

## IC Ticket Report with Category Summary

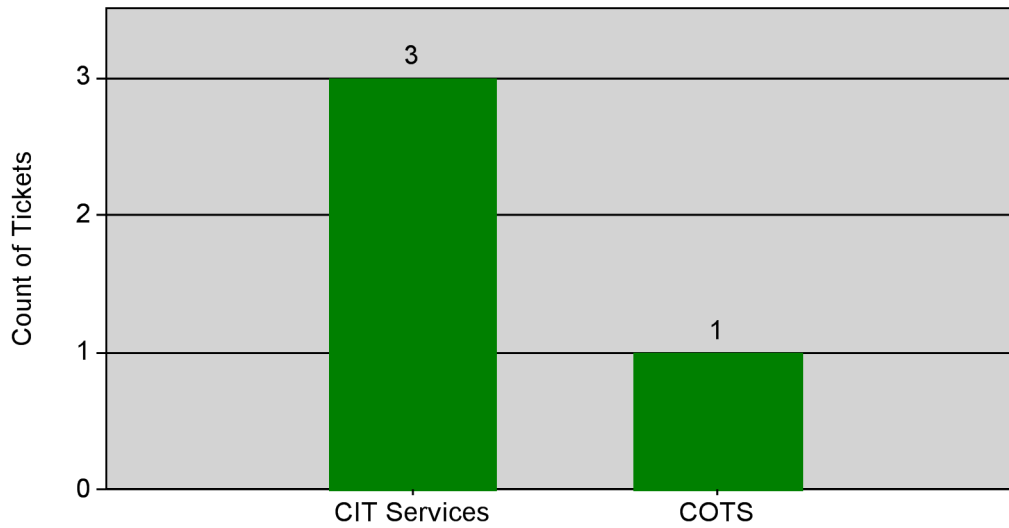


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**Tickets By Category Summary**



<b>OHIT</b>		<b>4</b>
<b>CIT Services</b>		<b>3</b>
Accounts	1	
Email	2	
<b>COTS</b>		<b>1</b>
Application Support	1	

## IC Ticket Report with Category Summary

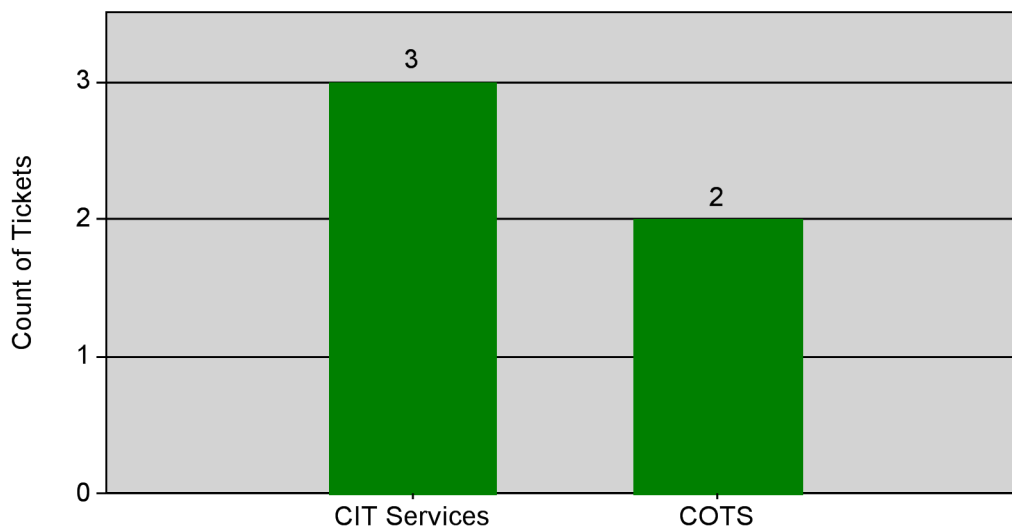


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**Tickets By Category Summary**



<b>OIHA</b>		<b>5</b>
<b>CIT Services</b>		<b>3</b>
Accounts	2	
Back Office Support	1	
<b>COTS</b>		<b>2</b>
Hardware	2	

## IC Ticket Report with Category Summary

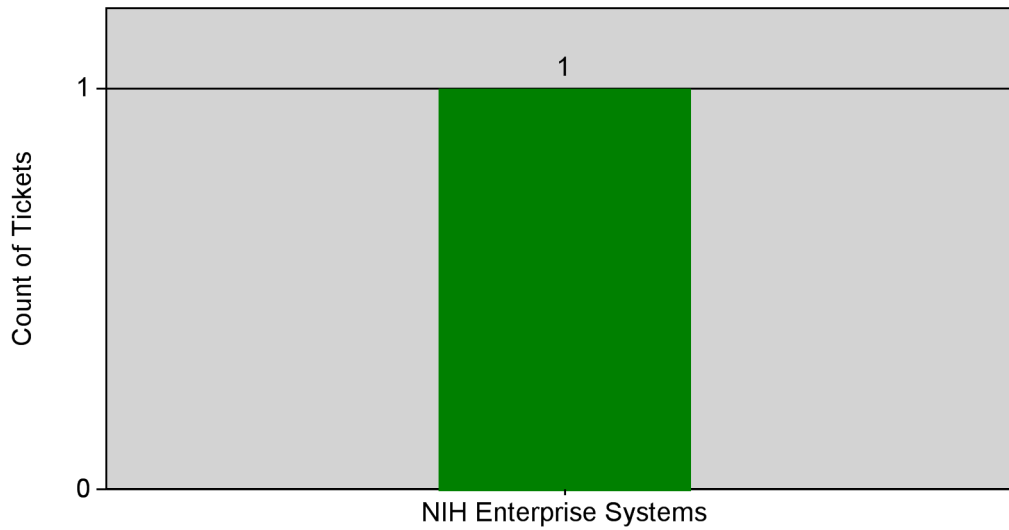


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**Tickets By Category Summary**



OIM	1
NIH Enterprise Systems	1
ITAS	1



## IC Ticket Report with Category Summary

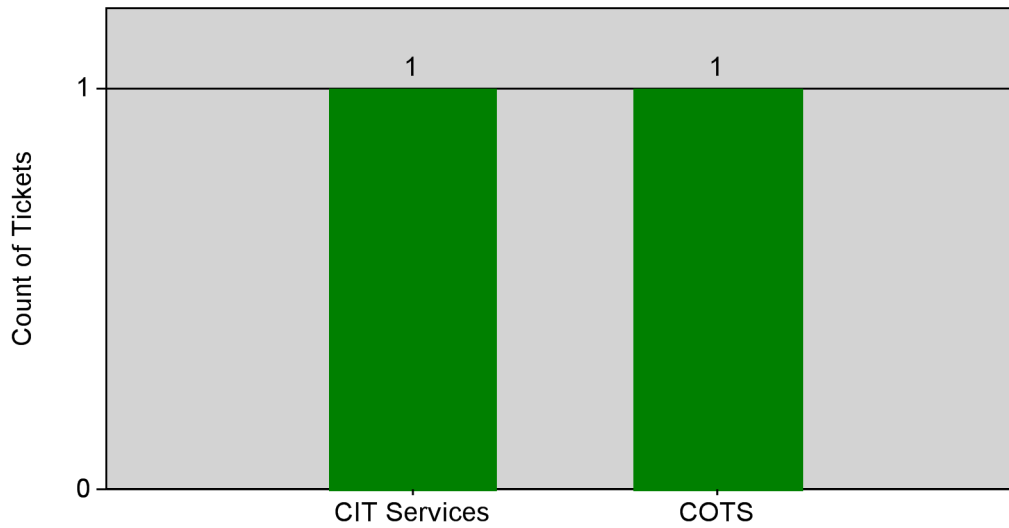


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**Tickets By Category Summary**



<b>OL</b>	<b>2</b>
<b>CIT Services</b>	<b>1</b>
Accounts	1
<b>COTS</b>	<b>1</b>
Hardware	1

## IC Ticket Report with Category Summary

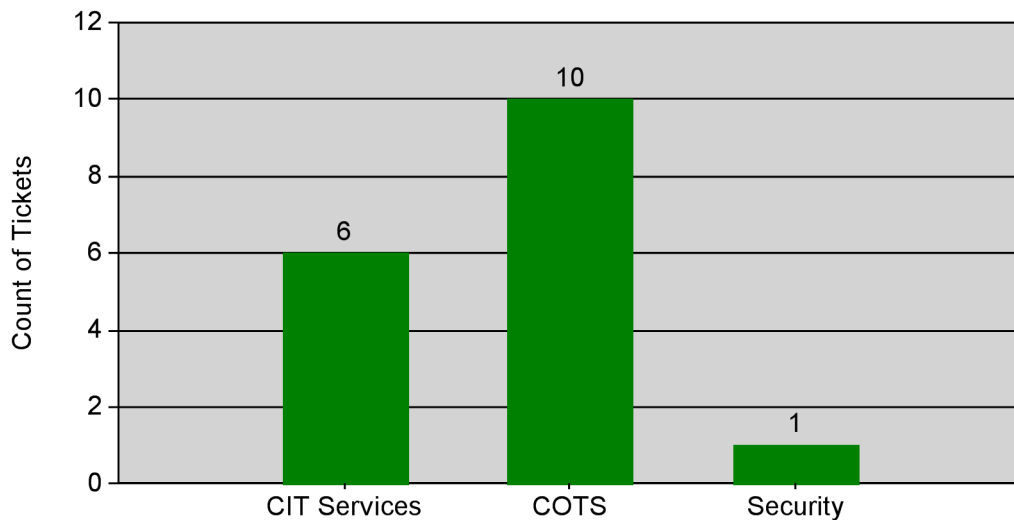


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**Tickets By Category Summary**



<b>OM</b>		<b>17</b>
<b>CIT Services</b>		<b>6</b>
Accounts	4	
Email	2	
<b>COTS</b>		<b>10</b>
Application Support	8	
Hardware	2	
<b>Security</b>		<b>1</b>
Security	1	

## IC Ticket Report with Category Summary

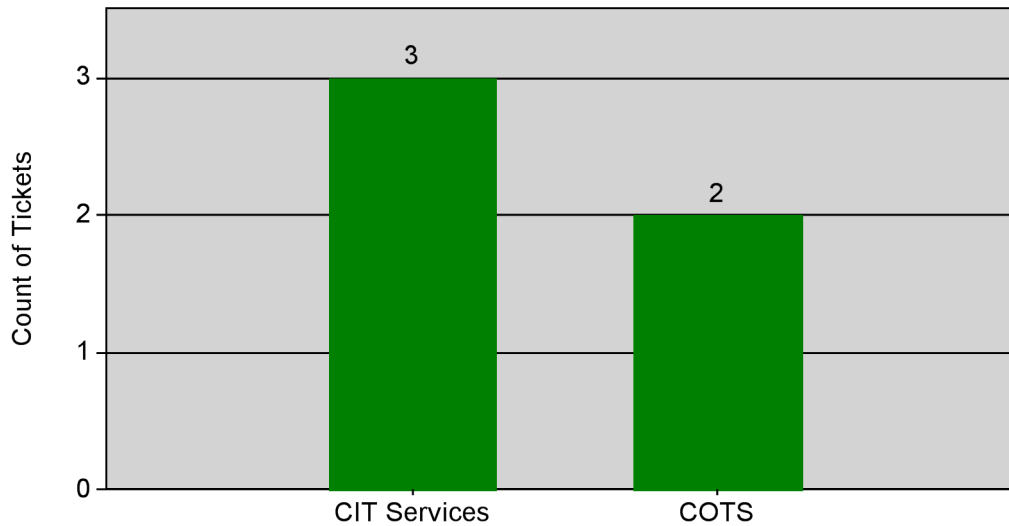


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**Tickets By Category Summary**



<b>OMH</b>	<b>5</b>
<b>CIT Services</b>	<b>3</b>
Email	2
Wireless Services	1
<b>COTS</b>	<b>2</b>
Application Support	2

## IC Ticket Report with Category Summary

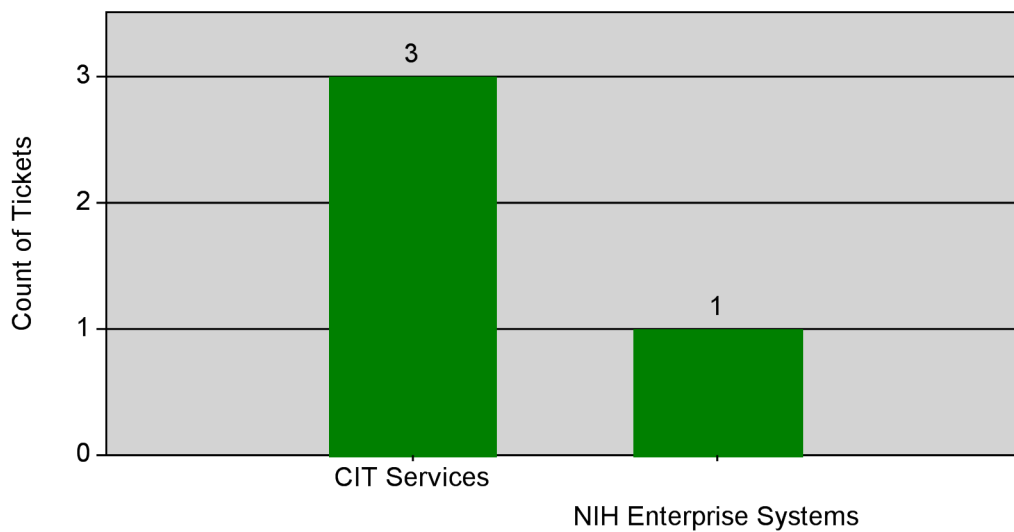


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**Tickets By Category Summary**



<b>OPE</b>	<b>4</b>
<b>CIT Services</b>	<b>3</b>
Email	3
<b>NIH Enterprise Systems</b>	<b>1</b>
ITAS	1

## IC Ticket Report with Category Summary

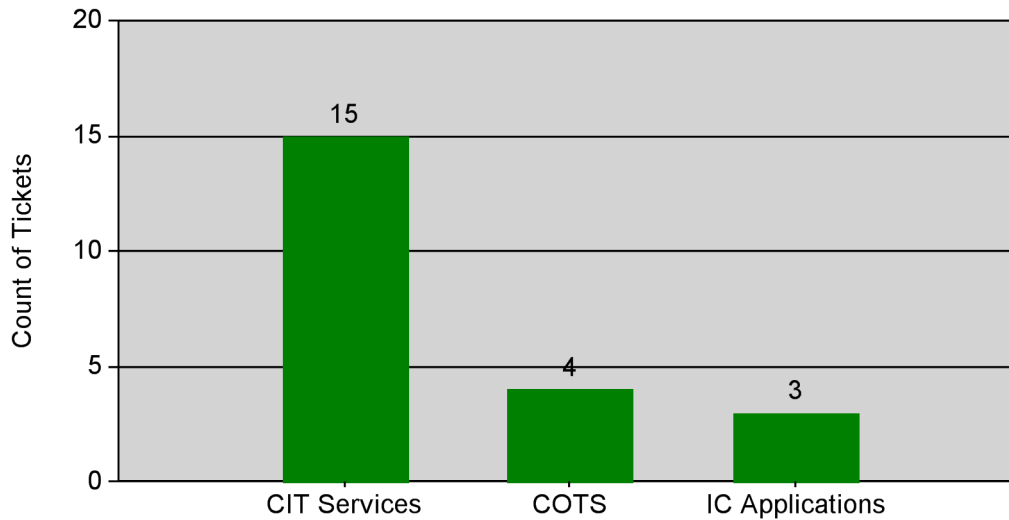


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**Tickets By Category Summary**



<b>OPR</b>		<b>22</b>
<b>CIT Services</b>		<b>15</b>
Accounts	2	
Back Office Support	6	
Connectivity	1	
Email	4	
General Information	1	
Training	1	
<b>COTS</b>		<b>4</b>
Application Support	2	
Hardware	2	
<b>IC Applications</b>		<b>3</b>
Local LAN	2	
Web Site Issue (non-CIT)	1	

## IC Ticket Report with Category Summary

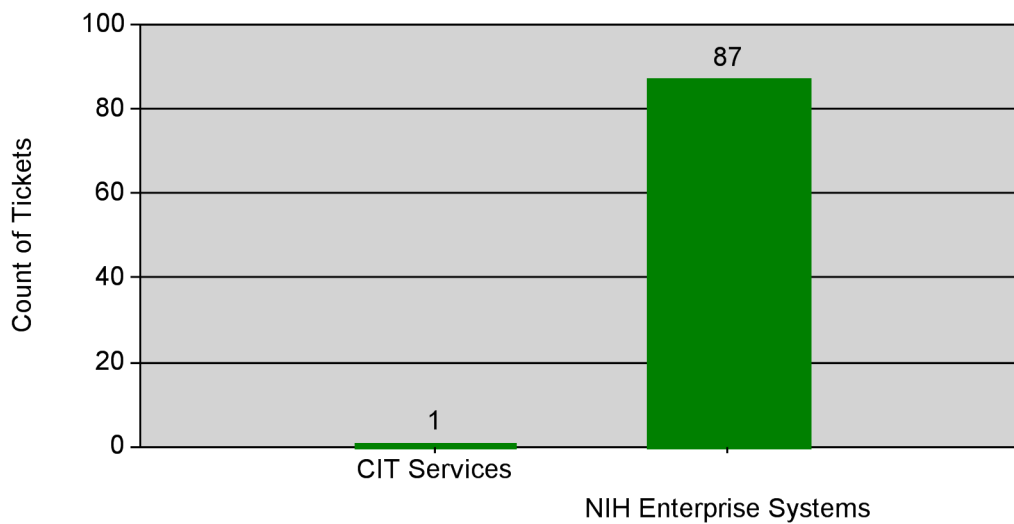


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**Tickets By Category Summary**



<b>ORA</b>	<b>88</b>
<b>CIT Services</b>	<b>1</b>
General Information	1
<b>NIH Enterprise Systems</b>	<b>87</b>
ITAS	87

## IC Ticket Report with Category Summary

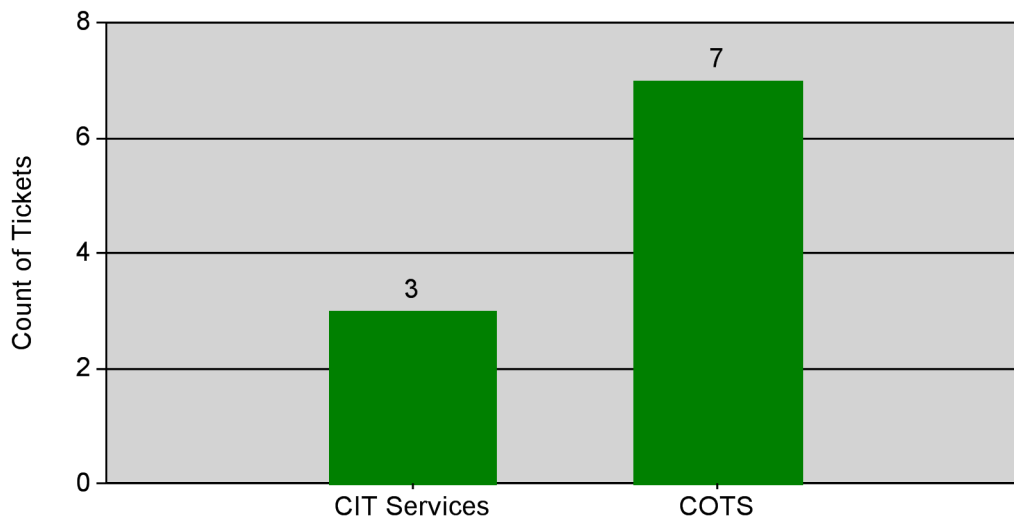


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**Tickets By Category Summary**



ORHP		10
CIT Services		3
Accounts	2	
Email	1	
COTS		7
Application Support	3	
Hardware	4	

## IC Ticket Report with Category Summary

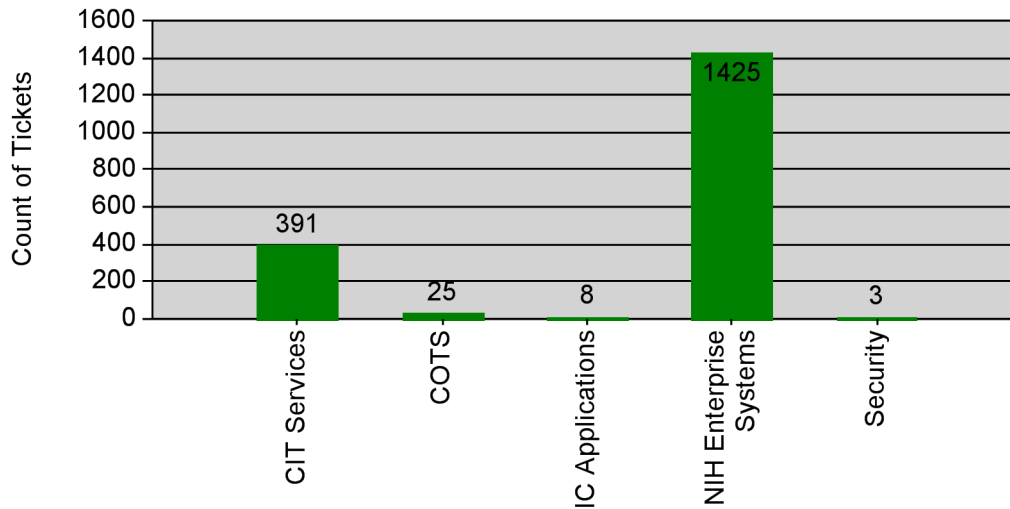


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**Tickets By Category Summary**



### **OTHER 1852**

#### **CIT Services 391**

Accounts	124
Back Office Support	3
CIT Categories	113
Connectivity	6
Email	7
General Information	114
Helix Support	1
iSDP/Software Distribution	1
NIHnet	2
OS/390	3
Telecommunications	9
Training	1
Video	4
Wireless Services	3



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<b>COTS</b>	<b>25</b>
Application Support	17
Hardware	8
<b>IC Applications</b>	<b>8</b>
CC Clinical Applications	1
Local LAN	1
Web Site Issue (non-CIT)	6
<b>NIH Enterprise Systems</b>	<b>1425</b>
ADB	2
eRA-COMMONS	847
eRA-DB	4
eRA-External	476
eRA-Grants Management	36
eRA-IMPAC II	3
eRA-Infrastructure	1
eRA-Partnership Issues	5
eRA-Referral and Review	31
eRA-Reporting	2
eRA-Training	1
eRA-UAT	3
ITAS	6
NBS-User Call	1
NED	2
NIH Data Warehouse	1
NIH Services	4
<b>Security</b>	<b>3</b>
Security	3

## IC Ticket Report with Category Summary

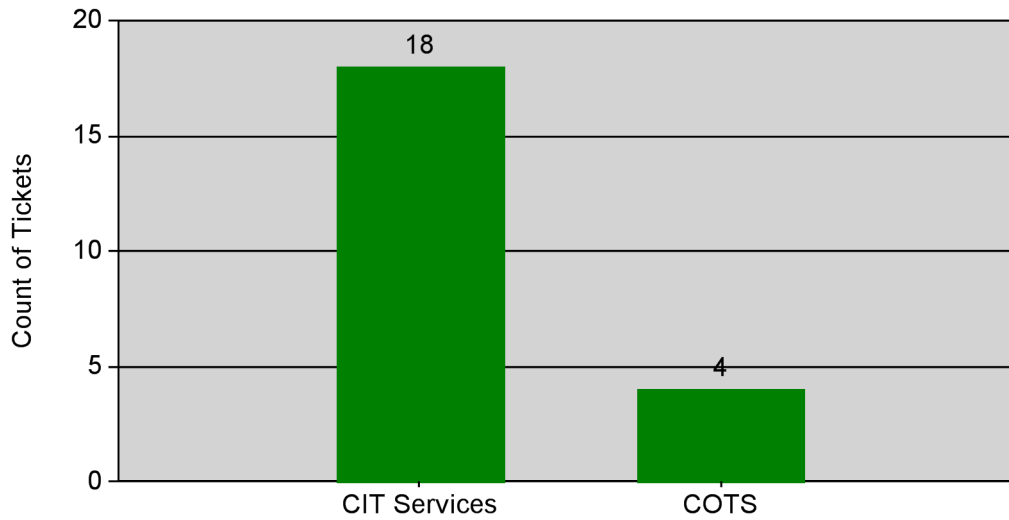


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**Tickets By Category Summary**



Region		22
CIT Services		18
Accounts	11	
ASR	1	
Back Office Support	1	
Connectivity	1	
Email	2	
General Information	1	
Telecommunications	1	
COTS		4
Application Support	2	
Hardware	2	

## IC Ticket Report with Category Summary

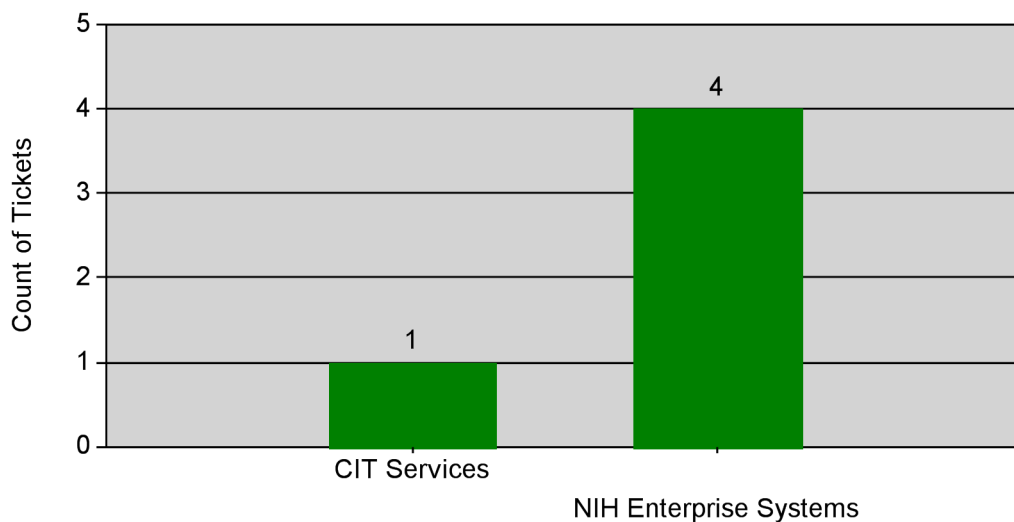


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



<b>VA</b>	<b>5</b>
<b>CIT Services</b>	<b>1</b>
Accounts	1
<b>NIH Enterprise Systems</b>	<b>4</b>
eRA-COMMONS	1
eRA-External	2
eRA-Infrastructure	1